

2021

Annual Report to the Michigan Legislature

State 911 Committee

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GRETCHEN WHITMER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

August 1, 2021

Dear Michigan Legislators:

As the Chair of the State 911 Committee (SNC), I am pleased to present the Annual Report to the Michigan Legislature for the 2020 calendar year. Consistent with Section 412 of P.A. 32 of 1986, as amended, each year the SNC provides the Legislature with data about Michigan's 911 systems. It is the goal of the SNC to provide the Legislature with information about 911 as required by statute, and provide additional information that is useful to you and the residents of Michigan, including an update on the steps taken to transition Michigan to Next Generation 911 (NG911).

In addition to the Annual Report to the Michigan Legislature, the SNC also has statutory duties and responsibilities regarding 911 funding and best practices for 911 systems in Michigan. This was especially challenging during the pandemic, and required a tremendous amount of flexibility to ensure local Public Safety Answering Points (PSAPs) were supported and able to maintain 24/7 operations. Throughout 2020, the SNC and the State 911 Office were committed to exploring opportunities to provide funding and certification extensions to PSAPs, as well as transitioning in-person training, compliance reviews, and meetings to a virtual setting. The State 911 Office also successfully continued its progress and implementation of a multi-phase automation project, which enhances tracking and reporting capabilities.

We continue to migrate the 911 system in Michigan to a digital NG911 system. We have provided an outline of the current status of NG911 in the Annual Report. At this time, all of Michigan, except for one county and one service district, has either signed an agreement with an IP-Network provider, began the transition, or have fully deployed to an NG911 network.

While we continue to work towards a modified version of activities, workplace rules, and social gatherings, Michigan 911 centers remain vigilant to provide the utmost service to the residents and visitors of the great State of Michigan. The SNC continues providing support and guidance to the PSAPs, as well as moving the state forward to the next level of 911 technology. The 911 community in Michigan is remarkably strong and resilient, which has never been truer than it was in 2020-2021. Please take a moment to recognize our state's unwavering dedication to providing essential services for those who need it most, and to the progress we have made to the 911 system.

I would also like to take this opportunity to thank you for your continued support of Michigan 911.

Sincerely,

Mr Jeff Troyer, Chair
State 911 Committee

Association of Public Safety Communications Officials • Commercial Mobile Radio Service • Department of Licensing and Regulatory Affairs
Department of State Police • Deputy Sheriff's Association • Fraternal Order of Police • Michigan Association of Ambulance Services Michigan
Association of Chiefs of Police • Michigan Association of Counties • Michigan Communications Directors Association
Michigan Association of Fire Chiefs • Michigan Professional Firefighters Union • Michigan Public Service Commission • Michigan Sheriff's
Association Michigan State Police Troopers Association • National Emergency Number Association • Telecommunications Association of
Michigan • Upper Peninsula Emergency Medical Services • Members of the general public appointed by the Governor, Speaker of the House,
and Majority Leader of the Senate

EMERGENCY 911 SERVICE ENABLING ACT REPORTING REQUIREMENTS

MCL484.1412 states: (1) The committee shall make a report annually on the 911 system in this state, and the state and county 911 charge required under MCL484.1401, 484.1401a, 484.1401b, 484.1401c, 484.1401d, and 484.1401e, and distributed under MCL484.1408 not later than August 1 of each year. The report shall include, at a minimum, all the following:

A. The extent of emergency 911 service implementation in this state.

All of Michigan's 83 counties are both Phase I and Phase II compliant. Currently, all counties are delivering Enhanced 911 on both wireless and landline communications. Currently, 77 counties and the Conference of Western Wayne are providing text-to-911 services. This covers 75.14% of the state's population.

B. The actual 911 service costs incurred by Public Safety Answering Points (PSAPs) and counties.

Each county was asked to report 911 costs and any other allowable 911 fund expenditures for calendar year 2020. A detailed list of responses can be found in Appendix A.

The reported annual allowable expenses from 911 surcharge funds by the PSAPs and counties combined was \$148,845,261.73.

Overall, counties reported receiving \$97,590,324.40 in local 911 surcharge funding during 2020. Other funding sources reported include \$83,253,739.32 in general funds, \$46,528,284.20 from 911 dedicated millage-generated funding, and \$20,941,388.98 classified as other receipts. Treasury reported distributing \$24,107,077 to counties in state 911 funds from January through December 2020 (see Appendix B).

Based on the annual accounting of the landline providers and the "true up" performed by a contracted quality assurance vendor, the reported technical costs in 2020 were \$10,182,445.

The cost of wireless 911 delivery to landline service providers (AT&T, Frontier, and Peninsula Fiber Network) reimbursed through MCL484.1408(4)(b), as approved by the Michigan Public Service Commission (MPSC) under Case No. U-14000, totaled \$8,914,712.67 for calendar year 2020. This is a decrease of \$1,067,845.47 from the amount reimbursed in 2019 due to the deployment issues encountered due to the COVID-19 pandemic.

C. The state 911 fee required under MCL484.1401a and a recommendation of any changes in the state 911 fee amount, or in the distribution percentages under MCL484.1408.

There were no changes to the state 911 fees in 2020.

D. A description of any commercial applications developed as a result of implementing the Emergency 911 Service Enabling Act of 1986, PA 32.

No providers reported any commercial applications in 2020.

E. The charge allowed under sections MCL484.1401, 484.1401a, 484.1401b, 484.1401c, 484.1401d, and 484.1401e, and a detailed record of expenditures by each county relating to this act.

County reports indicate the total revenue generated for use of 911 was \$274,582,413.83. A detailed record is set forth in Appendix A and the 911 surcharges for each county are provided in Appendix C.

OVERVIEW OF 911 IN MICHIGAN

This background helps to give readers an “at-a-glance” picture of the 911 operations in Michigan.

State 911 Committee

The SNC has 21 members representing local public safety, private industry, elected officials, and state services. The SNC was established in accordance with the Emergency 911 Service Enabling Act to promote the successful development, implementation, and operation of 911 systems across the state. The SNC meets quarterly at a minimum; however, its subcommittees may meet more frequently.

Subcommittees of the SNC include:

*911 Training
Certification
Emerging Technology
Legislative Action*

The SNC considers recommendations made by each of the subcommittees for matters pertaining to 911 in Michigan. In 2020, the SNC held special meetings and worked with the SNC subcommittees, the MPSC, and the State 911 Office to address ongoing challenges the 911 community faced throughout the pandemic. Details are provided more in-depth in the subcommittee reports that follow.

For the period of January 1 through December 31, 2020, the SNC held eight meetings on the following dates: March 11, April 29, June 10, September 9, October 30, and December 9. A complete listing of the meeting minutes may be found on the SNC website at www.michigan.gov/snc.

State 911 Committee Members

Association of Public Safety Communications Officials

Mr. Rich Feole

Commercial Mobile Radio Service

Mr. Steven Berenbaum

Department of State Police

Insp. James Wolf (January-June) Maj. Beth Clark (September-December)

Deputy Sheriffs' Association

Sergeant Matthew Miller

Fraternal Order of Police

Mr. Michael Sauger

Governor's Appointee, Public Member

Mr. Scott Temple

House Appointee, Public Member

Mr. Jeff Troyer, Chair

Michigan Association of Ambulance Services

Mr. Dale Berry

Michigan Association of Chiefs of Police

Chief Dale Greenleaf

Michigan Association of Counties

Mr. Ken Mitchell

Michigan Association of Fire Chiefs

Chief Mark Barnes

Michigan Communication Directors Association

Ms. Jordyn Sellek

Michigan Department of Licensing and Regulatory Affairs

Ms. Jeanette Doll

Michigan Professional Firefighters Union

Mr. Mark Docherty

Michigan Public Service Commission

Ms. Wendy Thelen

Michigan Sheriffs' Association

Sheriff Richard Behnke

Michigan State Police Troopers Association

Sgt. Frank Williams

National Emergency Number Association

Mr. Marc Gramlich (January-March) Ms. Stephanie Lehman (June-December)

Senate Appointee, Public Member

Ms. April Heinze, Vice Chair

Telecommunications Association of Michigan

Ms. Jennifer Greenburg

UP Emergency Medical Services Corporation

Mr. Gary Johnson

What do PSAPs do?

In Michigan, 911 calls are answered at a PSAP, which is a 24-hour, seven-days a week public safety emergency and non-emergency entity that responds for police, fire, and emergency medical services. A PSAP may also perform other important public safety services, such as entry into the Law Enforcement Information Network (LEIN), poison control transfers, and the activation of community alerts.

As of December 31, 2020, there were 136 PSAPs in Michigan, operating at various levels:

Cities/Municipalities	61
County	64
Multi-county	5
State	3
Universities	3

A detailed record of call volumes, as reported by each county, is available in Appendix D.

In 2020, Michigan PSAPs reported answering 5,976,417 calls on 911 lines (wireline, wireless, and VoIP combined), and 7,403,925 calls on non-emergency lines, for a combined total of 13,380,342 calls serviced by Michigan 911.

Under the Emergency 911 Service Enabling Act, 911 is established at the county level by implementing a county 911 plan. Each county determines locally how its 911 operations are funded.

As reported by Michigan's counties, funding resources of \$274,582,413.83 for PSAPs include (percentages are approximate):

State 911 Fee Distribution Received	\$ 26,268,676.93	10%
Local 911 Fee Received	\$ 97,590,324.40	36%
Milage Receipts	\$ 46,528,284.20	17%
General Fund Monies	\$ 83,253,739.32	30%
Other Receipts	\$ 20,941,388.98	8%

Note: Some PSAPs are under the operating budget of a larger public safety entity. In this situation, some operating costs are not reflected in the reported budget amount.

The "Other Receipts" figure contains additional revenues such as fees and rental income but may also indicate non-revenue funding such as loans and contracts with other counties using 911 revenue already reported.

MICHIGAN 911 MILESTONES

Text-to-911

At the time of this report, there are 77 counties, plus the Conference of Western Wayne, providing text-to-911 services to their residents. There are also six more counties, plus the Downriver Community Conference, the Conference of Eastern Wayne, and the Detroit Service District that are actively working to implement text-to-911 (see Appendix E). At present, 75.14% of Michigan's population is served by text-to-911 services.

Next Generation 911

In 2016, the SNC began reporting on several independent local projects which were being developed throughout the state to create regions for IP-based NG911 systems. Those projects have continued to progress and expand. As of December 31, 2020, 63 counties have deployed the IP-based 911 network provided by Peninsula Fiber Network (PFN), with 19 more counties and two Wayne County service districts in progress (see Appendix F). There is also one additional county under contract with PFN for IP-based NG911 deployment; however, the deployment dates have not yet been reported to the SNC.

NG911 Grant Application

The NG911 Grant Program was authorized by the NG911 Advancement Act of 2012 (Middle Class Tax Relief and Job Creation Act of 2012, Pub. L. 112-96, Title Vi, Subtitle E [codified at 47 U.S.C. 942]). The grant program is administered at the federal level by the National Telecommunications and Information Administration (NTIA) and the National Highway Traffic Safety Administration (NHTSA) acting through the Implementation Coordination Office, which is staffed by the NTIA and the National 911 Program.

After qualifying for the grant in September of 2018, the State 911 Office completed a grant submission for \$3.9 million to accomplish the following objectives:

- Customer Premise Equipment (CPE) for PSAPs in need of NG911 CPE (\$2,875,000)
- Update 911 Geographic Information System (GIS) Repository Code (\$487,000)
- Address Points Gap Fill (\$577,000)

Michigan received the award notice on August 9, 2019. The Technical Advisory Committee (TAC) continued the process for compiling a subgrant for the local agencies' CPE portion of the grant. Round one of the subgrant process was approved December 12, 2019, and round two was approved February 20, 2020. For end-of-life equipment, a third round was opened and approved on June 4, 2020. During the June 2020 TAC meeting, the local match was reduced to 5% for all subgrantees participating at that time. An opportunity to participate was extended to Macomb County and Detroit Service District agencies after the requirement was changed from having an IP-based 911 provider *named*, to providing a letter of intent to sign with an IP-based 911 provider. At the November 5, 2020, meeting, the Macomb County submission was approved, as well as reducing the local match to 3% for all subgrantees.

The NG911 GIS Repository upgrade continued through the development process, including the task of the vendor, 1Spatial, completing the import process. The upgrade is still on target for completion and implementation by July 2021, even after the challenges of reduced staffing levels due to the COVID-19 pandemic.

During 2020, several avenues were studied to determine where the statewide address point gap fill would best be utilized including webinars, outreach, and surveys. The target audience included local 911 directors and members of the GIS community.

It was determined there were 13 counties that did not have address points which would benefit from the statewide address point gap fill project. A GIS subcommittee was created from members of the TAC. This subcommittee was tasked with drafting a Request for Proposal (RFP) to select a vendor to complete this project by the provided fast-approaching deadline. The RFP process was in progress at the completion of 2020. At the time of this report, a vendor has been selected and the project work has begun.

NEXT GENERATION 911 AND MICHIGAN

What is Next Generation 911?

Next Generation 911, known as NG911 in the public safety community, is the future framework of 911 call delivery. It is an opportunity for people in distress to use modern technology and send data, such as text messages and photos, to help first responders more quickly locate people in need. We are progressing with the implementation of NG911 throughout the state; however, there are many upgrades and technological advances yet to come, such as video transmission.

NG911 is a closed digital (IP-based) 911 network that is standards-based, scalable, secure, redundant, and built to meet the needs of public safety today.

Why do we need to change to NG911?

- The original copper line 911 system is reliable and effective to an extent, but it was designed for analog, voice-based, landline calls. This older technology no longer meets the needs and demands of today.
- Communications technology has advanced dramatically, with new ways of transmitting information using mobile phones and other devices commonly carried by everyone from children to senior citizens. Public safety also needs to be able to take advantage of new data transmitted by these devices, including photos, videos, text messages, and web-based applications to better respond to people in need.
- The copper line 911 system is also limited in its ability to transfer calls from jurisdiction to jurisdiction, and to accommodate the advancing technologies and applications commonly used by people to receive information and communicate with one another. In a very mobile society, this is an important function for 911 operations.
- To meet these critical functions of today's 911 needs, changes are being made in technology, policy, and 911 communications management.

Benefits to upgrading to NG911

- Upgrades to the 911 system allow Michigan residents access to 911 and public safety agencies using forms of communication and technology that are more robust, familiar, efficient, and easily accessible.
- Features such as sending texts, pictures, and videos through 911 provide more information to first responders helping people in distress. This is only possible in a fully deployed NG911 environment.
- The upgrade improves the ability to send callers' critical information, such as on-scene accident information and special needs data, from the 911 centers to emergency responders.
- NG911 provides more opportunities for sharing data, and for different systems and software applications to communicate, exchange data, and use information that has been exchanged.
- The upgrade also provides other benefits, such as:
 - Increased network reliability with improved network response times and redundant network infrastructure.
 - Direct connectivity for text-to-911.
 - Making it easier to transfer calls from one 911 center to another.
 - The ability to better route calls to additional locations to increase response levels in critical incidents and large-scale events.
 - Future ability to send photos of a crime in progress or the damage caused in a traffic crash, along with a 911 call to the 911 center.

911 TRAINING SUBCOMMITTEE

For the period of January 1 through December 31, 2020, the 911 Training Subcommittee (NTS) held eight meetings on the following dates: February 19, February 26, May 20, May 27, August 19, October 27, November 18, and December 1. A complete listing of the NTS meeting minutes may be found on the SNC website at www.michigan.gov/snc.

911 Training Subcommittee Members:

- **Mr. Marc Gramlich (chair)**, State 911 Committee, OnStar (*January-March*)
- **Chief Mark Barnes (chair)**, State 911 Committee, Oshtemo Township Fire Department (*March-December*)
- Mr. Jeff Troyer, State 911 Committee, Kalamazoo County Consolidated Dispatch Authority
- Ms. Christine Collom, Clinton County Central Dispatch
- Ms. Cherie Bartram, South East Regional Emergency Services Authority (SERESA)
- Mr. Brian McEachern, Michigan State Police—Negaunee Regional Dispatch
- Lt. David Aungst, Lenawee County Sheriff's Office
- Ms. Tammy Smith, Ottawa County Central Dispatch Authority
- Mr. Sam Kalef, Troy Police Department
- Ms. Amy Thomas, Montcalm County Central Dispatch Authority
- Ms. Kimberly Grafton, Calhoun County Consolidated Dispatch Authority
- Ms. Melissa Harris, Ingham County 911 Central Dispatch Center
- Ms. Jennifer Robertson, Farmington Hills Police Department
- Ms. Elizabeth Bagos, Macomb County Sheriff's Office

On February 19, 2020, the NTS reviewed 128 applications received from PSAPs for dispatcher training funds. After reviews were completed, 1,957 full-time equivalents (FTEs) were recommended for approval, and 46 recommended for denial.

On February 26, 2020, the subcommittee adjusted the FTE count for one PSAP, and granted an appeal from a PSAP that submitted their application after the deadline. Of the 128 original applicants, 124 PSAPs were approved for training funds equating to a total of 1,963 FTEs. A total of four PSAP applications were denied due to failure to spend down its previous years' funds. One PSAP received a reduction in their FTE count due to a calculation error.

The first distribution of 2020 dispatcher training funds was distributed on August 14, 2020, at a rate of \$456.82 per FTE for a total distribution of \$896,728.

At the May 20, 2020, NTS meeting, the following issues were discussed:

- Allowing training providers to provide virtual classroom training of the SNC-approved training courses.
- A demonstration of the new Michigan State 911 Administration Portal (MiSNAP) was provided.

The NTS held a special meeting on May 27, 2020, to review and discuss the virtual training memo draft to be sent to training providers. This memo allowed training providers with approved SNC courses to virtualize the classroom if specific requirements are met. The memo was approved and emailed to the training providers.

At the August 19, 2020, meeting, discussions involved:

- Review of the 2021 meeting schedule.
- A request was brought to the subcommittee for the use of training funds to purchase laptops. The subcommittee reiterated this is a disallowable expenditure. (See Appendix G for the

Allowable/Disallowable Usage of Funds for Training.)

- Diversity and inclusion training for 911 telecommunicators.
- Approval of the fall dispatcher training fund FTE count of 1,963 (no change from the spring).

The second distribution of dispatcher training funds was distributed on January 13, 2021, at a rate of \$604.38 per FTE, for a total distribution of \$1,186,401. (See Appendix H for the Training Fund Payment History.)

A special meeting was held on October 27, 2020, to discuss an extension of the training certification deadlines due to the Executive Order that was deemed no longer valid. The subcommittee voted to approve an extension through the end of 2020, and made a recommendation to the SNC as well as the MPSC, for final approval and implementation.

The NTS met on November 18, 2020, and discussed the following:

- PSAP concerns regarding the number of virtual course hours attended in one day.
- An extension for SNC-approved training courses that expired during 2020 due to the pandemic.
- Training course instructor approvals.
- Review and approval of the 2021 dispatcher training fund application process, guidelines, and instructions.
- Lt. David Aungst and Ms. Lyndsay Stephens audited an SNC-approved course and reported their findings.

A special meeting was held on December 1, 2020, to further discuss the issue of training course instructors and the possibility of blanket approvals. The subcommittee determined the best practice would be to keep the current process as is, and all instructors will still be required to be submitted for approval individually.

During 2020, the NTS Course Review Team considered 187 requests for training course approval from various training providers. Of those requests, 184 were approved or renewed, and three were denied. This total does not include requests for instructor approval.

Dispatcher Training Fund Program

The PSAP Training Fund was created when Public Act No. 32 of 1986 was amended by Public Act No. 78 of 1999. As provided by Public Act No. 78 of 1999, the purpose of the Dispatcher Training Fund Program is to distribute training funds to eligible PSAPs for training 911 center personnel. The funds may be expended only for training expenditures approved by the SNC. A list of approved courses is published by the State 911 Office and is available on the SNC's website at www.michigan.gov/snc.

The SNC has established guidelines for eligible PSAPs, and requires an annual application to establish or maintain eligibility to receive the semi-annual distributions from the dispatcher training fund. Eligibility requirements include:

- Application
- Eligible PSAP (must be a primary PSAP)
- Identification of personnel—date of hire
- Report of expenditures
- Internal accounting

Funds distributed under this program shall be expended by the PSAP for approved training within two calendar years following the year of distribution. For example, funds distributed in the calendar year 2018, would need to be expended by December 31, 2020.

If funds are not expended within the two-year timeframe, the PSAP shall be ineligible to receive further

distributions of training funds until the balance of funds from the preceding two-year timeframe is expended. For example, if funds distributed in 2018 are not spent, the PSAP shall be ineligible for fund distributions during the calendar year 2021 (this accounts for a one-year extension that was granted for the spend down requirements in 2020 due to the pandemic). Eligibility may be restored for the following year's distribution (2022) by utilizing the funds distributed during the years older than the two-year timeframe.

If a PSAP is unable to spend down its training money within the allotted two-year period, the PSAP may return the excess money to the dispatcher training fund by December 31 of that year to qualify for the next year's funds.

Any funds not expended within five years must be returned to the dispatcher training fund. For example, funds received by the PSAP in 2018 and not spent by December 31, 2022, must be returned for re-deposit into the dispatcher training fund.

Dispatcher training funds shall be distributed to eligible PSAPs based on the number of FTE 911 personnel employed. Each 2,080 hours worked by full-time and part-time personnel shall be treated as one FTE. The number of eligible PSAP FTEs shall be determined by dividing the total number of paid hours worked by 2,080 and then rounding to the whole number.

The distribution of PSAP dispatcher training funds is calculated by the Michigan Department of Treasury at the time of the distribution. Distributions to eligible recipient PSAPs are determined by dividing the available funds by the total number of FTEs statewide to determine the FTE distribution rate. The FTE distribution rate is then multiplied by the number of FTEs for each eligible PSAP to determine the distribution.

Distributions are paid out of the state 911 fund, which is a mix of prepaid surcharge and the 25-cent state charge. Of those funds, 5.5% is designated for the training funds. Distributions are made in the spring for revenues collected in the last six months of the previous calendar year and in the fall for revenues collected in the first six months of the current calendar year.

Information for this summary was obtained from the Dispatcher Training Fund Guidelines, which can be found in its entirety on the SNC website at www.michigan.gov/snc.

CERTIFICATION SUBCOMMITTEE

The Certification Subcommittee met on the following dates in 2020: February 13, May 14, August 20, and November 5. A complete listing of the Certification meeting minutes may be found on the SNC website at www.michigan.gov/snc.

Certification Subcommittee Members:

- **Mr. Rich Feole (chair)**, State 911 Committee, Calhoun County Central Dispatch
- Mr. Philip Bates, INdigital
- Mr. Ray Hasil, Mason Oceana 911
- Mr. Gary Johnson, State 911 Committee, Marquette County Central Dispatch
- Mr. Scott Temple, State 911 Committee, INdigital
- Mr. Robert Stewart, Frontier Communications
- Mr. Vance Stringham, Roscommon County Central Dispatch
- Ms. Phyllis Fuller, Peninsula Fiber Network
- Mr. Jeremy Ludwig, Allegan County Central Dispatch
- Ms. Cynthia Fell, Plymouth Township Police Department
- Mr. Kyle Maury, Washtenaw County Sheriff's Office
- Mr. Tracy Peter, Hillsdale County Central Dispatch
- Ms. Eugenia Cook, Detroit Police Department

The Certification Subcommittee is a subcommittee of the SNC that serves to ensure requirements and deadlines in the 911 statute are met. Its tasks include:

- 911 compliance reviews of counties/PSAPs.
- Recommending the criteria established by the SNC as allowable 911 surcharge expenditures. (See Appendix I for the complete Allowable/Disallowable Usage of 911 Surcharge Funds listing).
- Reviewing county 911 plans.
- Making recommendations to the SNC for quarterly certifications for 911 fund distribution.
- An initial place for PSAPs to appeal 911 surcharge expenditure issues.

As stated above, the Certification Subcommittee is tasked with conducting compliance reviews, which is the process of examining county/PSAP accounting and use of 911 funds collected under P.A. 32 of 1986. There are three types of compliance reviews:

- **For cause review** may be initiated based on reasonable suspicion of questionable practices. Reasonable suspicion is defined as "objective and specific facts that are capable of being articulated."
- **Random review** will be conducted as determined by the SNC (through a random draw process conducted by the Certification Subcommittee) for the following reasons:
 - To assure compliance with the emergency services order and the 911 act.
 - To develop best practices regarding the implementation of 911 services and on-going operational processes.
 - Other reviews deemed appropriate by the SNC.
- **By request review** made through a county's chief administrative official, chair of an SNC subcommittee, or other appropriate authority may be conducted upon the approval of the SNC. Requests will be made to the Certification Subcommittee and approved on a per county basis.

At the May 14, 2020, meeting the Certification Subcommittee updated its Continuity of Operating Plan (COOP) for compliance reviews in order to continue conducting the reviews during the pandemic. The updated procedure allows for a Phase I approval process of the SNC which approves the compliance review as provided with only a virtual meeting covering the required financial section. There is an option to revoke this approval if an onsite visit/meeting is later conducted by the Certification Subcommittee that determines a need to reopen the compliance review for further evaluation.

The following is a brief overview of compliance reviews conducted during 2020:

1. Detroit Service District: This random review was selected in November of 2019. The review remained open through 2020, pending receipt of additional documentation from the Detroit Police Department.
2. Conference of Eastern Wayne: This random review was selected in August of 2019. The final report was approved by the SNC in March of 2020.
3. Presque Isle County: This random review was selected in August of 2019. The final report was approved by the SNC in June of 2020.
4. St. Clair County: This random review was selected in November of 2019. The final report was approved by the SNC in June of 2020.
5. St. Joseph County: This random review was selected in November of 2019. The final report was approved by the SNC in June of 2020.
6. Tuscola County: This random review was selected in February of 2020. The final report was approved by the SNC in June of 2020 as a Phase I report.
7. Ottawa County: This random review was selected in February of 2020. The final report was approved by the SNC in June of 2020 as a Phase I report.
8. Menominee County: This random review was selected in May of 2020. The final report was approved by the SNC in September of 2020 as a Phase I report.
9. Washtenaw County: This random review was selected in May of 2020. The final report was approved by the SNC in December of 2020 as a Phase I report.
10. Charlevoix, Cheboygan, and Emmet Counties: Cheboygan was randomly selected in May of 2020. With the compliance review policy, this would include all counties dispatched by the same PSAP, making Charlevoix and Emmet included in the random review. The final report was in draft form at the end of 2020, waiting for SNC approval.
11. Ionia County: This random review was selected in August of 2020. The final report was in draft form at the end of 2020, waiting for SNC approval.
12. Hillsdale County: This random review was selected in August of 2020. The final report was in draft form at the end of 2020, waiting for SNC approval.
13. Conference of Western Wayne: This random review was selected in August of 2020 and was still in the documentation collection process at the end of 2020.
14. Alger County: This random review was selected in November of 2020. The final report was in draft form at the end of 2020, waiting for SNC approval.
15. Arenac County: This random review was selected in November of 2020 and was still in the documentation collection process at the end of 2020.
16. Midland County: This random review was selected in November of 2020 and was still in the documentation collection process at the end of 2020.

EMERGING TECHNOLOGY SUBCOMMITTEE

The Emerging Technology Subcommittee (ETS) researches and addresses new and emerging technologies that affect Michigan PSAPs. This includes providing training and documentation for PSAPs such as best practice white papers, the annual Emerging Technology Forum, and Public Service Announcements to name a few.

The ETS met on the following dates in 2020: February 3, March 2, May 4, June 16, August 3, October 5, November 2, December 7. A complete listing of the ETS meeting minutes may be found on the SNC website at www.michigan.gov/snc.

Emerging Technology Subcommittee Members:

- **Mr. Scott Temple (chair)** State 911 Committee, INdigital
- Ms. April Heinze, State 911 Committee, National Emergency Number Association
- Ms. Patricia Coates, Courts and Law Enforcement Management Information System (CLEMIS)
- Mr. Tim McKee, Peninsula Fiber Network
- Ms. Jaime Seling, Oakland County Sheriff's Office
- Mr. Michael Armitage, Eaton County Central Dispatch
- Mr. Jerry Nummer, Michigan Public Safety Communications System
- Sgt. Steven Stryd, Kalamazoo County Sheriff's Office
- Mr. Steven Berenbaum, State 911 Committee, AT&T
- Mr. Mark Holmes, Department of Technology, Management, and Budget
- Mr. Carl Rodabaugh, Midland County Central Dispatch
- Mr. Mike Muskovin, Motorola
- Mr. Matt Groesser, Kent County Sheriff Department
- Mr. Jon Moored, Kalamazoo County Consolidated Dispatch Authority
- Ms. Angela Elsey, Macomb County Sheriff's Office
- Mr. Patrick Savage, TSSI Consulting, LLC

During 2020, a variety of topics and issues were brought to the ETS for action or discussion. Below is a high-level overview of the main issues.

Annual 911 Emerging Technology Forum *(Cancelled for 2020 due to pandemic)*

- The ETS coordinates and plans an annual forum on emerging technology trends and available resources for 911.
- Provides two days of training for PSAP directors and management, information technology staff, telecommunicators, fire, police, and paramedics on emerging technology pertaining to 911 and public safety.
- Includes a variety of speakers from all over the nation and our own statewide communication centers discussing a wide range of topics.
- Held at the same location for two years, then relocated to other areas around the state.
- Average attendance of 150+ participants over two days of training.
- Tech Talk dinner is held before the start of the forum to review upcoming topics and discuss acronyms (see Appendix K for a glossary of 911 terms). This helps new attendees understand more of what they will be learning over the next two days, enabling them to be more interactive with the training.

Noonlight

- Noonlight is a mobile application that calls into 911 directly using a company called Bandwidth, which provides routing capabilities for various vendors.
- Members of the National Emergency Number Association (NENA) met with Bandwidth and Noonlight to discuss issues occurring, and as such, Noonlight has adjusted some of their policies. They have the capability of pushing a call through to 911 utilizing their call center, similar to

OnStar. For example, their call center receives a call or app activation from a client. The call handler answers the call and validates the call is an emergency, then pushes the information to 911. The app is designed to give better location information. After discussions, Noonlight agreed their call centers may not be following appropriate protocol and they would reach out to validate the information.

- The 911 centers who informed NENA initially have not stated they are still receiving these calls, so it is believed the issue has been resolved. NENA has been made aware that Noonlight is not the only app providing this service, and several other apps are out there. Moving forward with NextGen, there will be several ways 911 centers will receive call information.
- NENA is in the process of creating a NENA Standard for guidance for these types of providers.

Statewide Communications Interoperability Plan (SCIP)

- The Michigan Public Safety Communications Interoperability Board requested the SNC and ETS review the SCIP each year to make sure there are no changes or updates needed on behalf of the 911 community. The ETS formed a workgroup to review the plan and submit any changes. At the time of this report, the workgroup is still reviewing the SCIP and drafting updates.

State 911 Outage Plan

- The ETS was tasked with reviewing the current outage plan and making any needed updates.

PSAP Boundary Non-Disclosure Agreement (NDA) Issue

- In the 911 GIS repository, there is a statewide PSAP boundary layer, which the Department of Technology, Management, and Budget (DTMB) maintains. They also make updates if a PSAP consolidates, if contact information has changed, or if there are changes to a boundary. Over the years, there have been requests for the data. In the case where a third party needs to use the information for 911 purposes, they submit a request. The request goes to the ETS for review, and if it is deemed a valid request, the third party signs an NDA and is given the data. This was tied to the Memorandum of Agreement created in 2018. If there were any requests for the data in the 911 GIS repository, those requests would come before the ETS for discussion. It has been determined that there is not any confidentiality concerns tied to the PSAP boundaries, nor in the PSAP name or ID. The information can be published to the open data portal, making the boundary open data rather than going through the NDA process. This eliminated the issue of processing multiple requests for approval, which involve a lot of administrative time.
- Regarding concerns about open data, how it is being used, or liability tied to anyone using the data, DTMB does have a licensed disclaimer for all open data. Other information in the repository, such as address points and centerlines would remain as is.
- If only specific PSAP boundaries are being requested, ETS does not need to be involved in the approval process; however, anything above and beyond that, the ETS should remain as the approver.
- After much discussion about what is needed to take to the SNC, it was decided to first let the committee know the frequency of the PSAP boundary requests. Secondly, why PSAP boundaries need to be open source. Lastly, allow the SNC to determine if every carrier requesting PSAP boundaries is required to have it validated through the ETS.

LEGISLATIVE ACTION SUBCOMMITTEE

The Legislative Action Subcommittee (LAS) met on the following dates in 2020: February 24, March 9, April 13, August 31, and November 30. A complete listing of the LAS meeting minutes may be found on the SNC website at www.michigan.gov/snc.

Legislative Action Subcommittee Members:

- **Ms. Jordyn Sellek (chair)**, State 911 Committee, Conference of Western Wayne
- Ms. Cherie Bartram, SERESA
- Ms. Patricia Coates, CLEMIS
- Ms. Jennifer Greenburg, State 911 Committee, Telecommunications Association of Michigan
- Ms. Lisa Hall, Midland County Central Dispatch
- Ms. April Heinze, State 911 Committee, National Emergency Number Association
- Mr. Jeff Troyer, State 911 Committee, Kalamazoo County Consolidated Dispatch Authority
- F/Lt. Jay Poupard, Michigan State Police
- Mr. Steven Berenbaum, State 911 Committee, AT&T
- Mr. Bryce Tracy, Mackinac County 911
- Mr. Scott Temple, State 911 Committee, INdigital
- Maj. Beth Clark, State 911 Committee, Michigan State Police
- Mr. Jeremy Ludwig, Allegan County Central Dispatch
- Mr. Jim Valentine, Ionia County Central Dispatch
- Mr. Josh Mausolf, Ottawa County Central Dispatch Authority

House Bill 4818, which was to add a member from the consumer data industry to the Criminal Justice Information Systems (CJIS) board, held a hearing on March 18, 2020. The LAS recommended the SNC take a stance opposing the bill.

A letter regarding the Secretary of State's gender identification changes was approved by the SNC. It is important to note that, for their safety, first responders could use indicators on responses to run someone's gender as "unknown." To ensure a subject has no orders, warrants, or cautions in LEIN, the telecommunicator, officer, or deputy must query a subject as gender unknown. This increases the amount of data that needs to be carefully evaluated, adding to safety concerns and additional burdens to PSAPs and law enforcement agencies. The generated list can be quite lengthy, especially pertaining to common names. The SNC is not opposing the fact individuals can change gender, it is a matter of ensuring record lookups are processed correctly.

On December 31, 2021, Public Act 32 of 1986, as amended, will sunset. This act is also known as the 911 Enabling Act and governs the 911 industry in Michigan. The LAS developed two work groups to begin the process of crafting a legislative proposal to renew the act. The LAS worked with a variety of individuals and stakeholders who represent the many facets of the 911 industry, to ensure the proposal will reflect the needs of 911 as a whole. During the course of the LAS workgroup meetings, the Michigan Communications Director's Association (MCDA) obtained a potential sponsor for a draft bill for the rewrite. At the time of this report, the MCDA has taken the lead on the rewrite efforts and plans to reconvene with the LAS for review of the draft bill and, prior to the draft bill being voted on by the House and Senate, seek a recommendation from the LAS to the SNC for approval. The current act can be found on the SNC website at <http://www.legislature.mi.gov/documents/mcl/pdf/mcl-act-32-of-1986.pdf>.

MICHIGAN DEPARTMENT OF TREASURY

The Michigan Department of Treasury is responsible for the financial administration of the Emergency 911 Fund. Financial administration tasks specified in P.A. 32 of 1986 include:

- Processing remittances received from telecommunication suppliers and prepaid wireless telecommunication service sellers.
- Making distributions to counties and PSAPs as directed by the SNC.
- Making distributions to local exchange providers as directed by the MPSC.
- Accounting for these transactions.

Cash receipts from telecommunication suppliers, prepaid wireless telecommunication service sellers, and interest earning for January 1 through December 31, 2020, total \$43 million. Treasury's Bureau of Investments invests the Emergency 911 Fund balance as part of the state's common cash fund.

Treasury processes four types of payments for the Emergency 911 Fund:

1. & 2. **County payments** made quarterly to counties that have a final 911 plan in place. The payments were based on 65% of the money deposited in the Emergency 911 Fund (not to exceed \$37 million annually), with 40% equally distributed to each qualifying county, and the remaining 60% distributed on a per-capita basis to each qualifying county. Money deposited in the Emergency 911 Fund in excess of \$37 million is allocated for supplier reimbursement payments.
3. **Supplier reimbursement payments** made to local exchange providers for costs related to wireless emergency service. Payments are made for reimbursements in accordance with the MPSC's June 29, 2004, order in Case No. U-14000 for wireless emergency service costs recoverable pursuant to MCL 484.1408(4)(b). Revenues were based on 25.56% of the first \$37 million deposited in the Emergency 911 Fund and 100% of the amount exceeding \$37 million deposited in the Emergency 911 Fund. As of December 31, 2020, a balance of \$22.3 million remains in the fund for disbursement; however, there were several pending invoices waiting approval.
4. **PSAP training fund payments** made semi-annually are based on 5.5% of the money deposited in the Emergency 911 Fund, not to exceed \$37 million annually. Money deposited in the Emergency 911 Fund in excess of \$37 million is allocated for supplier reimbursement payments. The 38th training fund payment of \$1,186,401 was made in January 2021 (this was the second disbursement of the 2020 training funds) and was distributed to 124 PSAPs. The next payment should occur in the spring of 2021.

For questions, contact [Ms. Juanita Sarles](#).

See Appendix B for the distribution report of emergency 911 funds to counties. An overview of the emergency 911 funds is reported in Appendix J.

MICHIGAN DEPARTMENT OF STATE POLICE

In accordance with MCL 484.1714, the Michigan State Police (MSP) provides staff assistance to the SNC as necessary to carry out its responsibilities. Assistance comes from the State 911 Office, which is housed within the Field Support Bureau (FSB) of the MSP. Leadership within the FSB serves as the MSP representative on the SNC. The State 911 Office provides many services to the SNC and the 911 community, including, but not limited to:

- Assistance with the activities of the SNC and its subcommittees.
- Coordination and oversight of the telecommunicator training program to ensure compliance with the Dispatcher Training Standards and training fund program.
- Statutory notices on state and local surcharges to communication providers, counties, and PSAPs.
- Compliance reviews and facilitation of best practice standards.
- Oversight and assistance with the enforcement of 911 surcharge fee payment by wireless retailers and landline service providers.
- Maintenance of centralized 911 data collection and reporting.
- Presentations on 911 issues to various public and private stakeholder groups.
- Assistance to members of the public, industry, and all levels of government with questions regarding 911.
- Maintenance of the SNC website, which includes items such as:
 - A list of Michigan primary PSAPs by county.
 - Funds distributed to counties and PSAPs by the Michigan Department of Treasury.
 - State and local 911 surcharge amounts.
 - The allowable and disallowable expenditures of 911 funds.
 - The posting of meeting dates and minutes of the SNC and subcommittees.

MICHIGAN STATE POLICE MANAGED PSAPs

MSP Negaunee

The MSP Negaunee Regional Communications Center (NRCC) serves as a primary PSAP and provides full dispatching services for the counties of Keweenaw, Houghton, Baraga, Ontonagon, Schoolcraft, and as of December 16, 2020, Gogebic.

For the calendar year 2020, NRCC answered 24,196 calls on 911.

MSP Detroit

At times, wireless 911 calls cannot be processed directly to local PSAPs in the Detroit area for reasons including trunk loading and network outages. The MSP Detroit Regional Communications Center (DRCC) serves as one of the default routing points for these calls in the Detroit Metro area.

For the calendar year 2020, DRCC answered 10,780 calls on 911.

MSP Gaylord

Effective January of 2014, the MSP Gaylord Regional Communications Center (GRCC) became the primary PSAP providing full dispatching services for Otsego County.

For the calendar year 2020, GRCC answered 12,118 calls on 911.

MSP Lansing

Dispatch operations for East Michigan, with the exception of Detroit, are consolidated and located within the MSP Lansing Regional Communications Center (LRCC). Due to a reorganization, the LRCC does not currently receive direct 911 calls from the public, however, is capable of receiving transfer calls if necessary.

Appendix A

COUNTY FINANCIAL INFORMATION DETAIL

County	Total State 911 Fee Distribution Received	Total Local 911 Fee Distribution Received	Total 911 Millage Receipts	Total General Fund Monies	Total Other Receipts	Total Expenses	Total State 911 Fee Spent	Total Local 911 Fee Spent	Total 911 Millage Monies Spent	Total General Fund Monies Spent	Total Other Monies Spent
Alcona	\$ 169,807.00	\$ 346,636.63	\$ 192,320.89	\$ -	\$ 33,177.28	\$ 679,198.12	\$ 169,807.00	\$ 346,636.63	\$ 162,754.49	\$ -	\$ -
Alger	\$ 163,928.00	\$ 44,405.23	\$ 252,914.72	\$ 13,246.94	\$ 52,617.00	\$ 885,170.87	\$ 521,986.98	\$ 44,405.23	\$ 252,914.72	\$ 13,246.94	\$ 52,617.00
Allegan	\$ 277,647.00	\$ 3,438,674.00	\$ -	\$ -	\$ 33,469.00	\$ 3,850,535.00	\$ 277,647.00	\$ 3,438,674.00	\$ -	\$ -	\$ 33,469.00
Alpena	\$ 159,489.00	\$ 903,564.31	\$ -	\$ -	\$ 411.00	\$ 1,220,917.30	\$ 1,220,917.30	\$ -	\$ -	\$ -	\$ -
Antrim	\$ 150,681.00	\$ -	\$ 965,793.99	\$ -	\$ 9,867.28	\$ 1,049,853.94	\$ 168,926.25	\$ -	\$ 880,927.69	\$ -	\$ -
Arenac	\$ 139,440.00	\$ 49,690.07	\$ 780,174.76	\$ -	\$ 60,638.37	\$ 726,129.20	\$ 139,440.00	\$ 49,690.07	\$ 476,360.69	\$ -	\$ 60,638.37
Baraga *	\$ 129,138.00	\$ 31,965.50	\$ -	\$ -	\$ -	\$ 161,363.00	\$ 124,361.33	\$ -	\$ -	\$ -	\$ -
Barry	\$ 201,631.00	\$ -	\$ 1,791,633.24	\$ -	\$ 13,364.33	\$ 1,665,044.56	\$ 138,949.17	\$ -	\$ 1,526,095.39	\$ -	\$ -
Bay	\$ 298,885.00	\$ -	\$ 2,065,515.00	\$ -	\$ 225,782.00	\$ 2,522,989.00	\$ 298,885.00	\$ -	\$ 1,998,322.00	\$ -	\$ 225,782.00
Benzie	\$ 141,820.00	\$ 597,776.95	\$ -	\$ -	\$ 13,578.00	\$ 872,880.41	\$ 872,880.41	\$ -	\$ -	\$ -	\$ -
Berrien	\$ 345,668.00	\$ 673,364.25	\$ 3,717,414.60	\$ -	\$ 15,137.71	\$ 5,351,649.30	\$ 345,668.00	\$ 673,364.25	\$ 3,717,414.60	\$ -	\$ 15,137.71
Branch	\$ 182,392.00	\$ 166,701.45	\$ 1,466,977.13	\$ -	\$ 156,085.61	\$ 1,363,834.60	\$ 182,392.00	\$ 123,042.15	\$ 1,058,400.45	\$ -	\$ -
Calhoun	\$ 313,650.00	\$ 696,252.00	\$ -	\$ 1,930,559.00	\$ 2,237.00	\$ 3,653,692.00	\$ 313,650.00	\$ 696,252.00	\$ -	\$ 1,930,559.00	\$ 713,231.00
Cass	\$ 186,288.00	\$ 699,169.00	\$ 458,145.00	\$ -	\$ 22,519.00	\$ 1,818,619.00	\$ 186,288.00	\$ 699,169.00	\$ 458,145.00	\$ -	\$ 22,519.00
CCE (Charlevoix, Cheboygan, Emmet)	\$ 470,295.74	\$ 625,213.58	\$ 1,329,083.69	\$ 1,481,429.00	\$ 127,076.42	\$ 3,859,011.62	\$ 470,295.74	\$ 625,213.58	\$ 1,329,083.50	\$ 1,434,418.80	\$ -
Chippewa **	\$ 171,575.00	\$ 494,134.47	\$ -	\$ 56,505.11	\$ 210,034.48	\$ 932,249.06	\$ 171,575.00	\$ 494,134.47	\$ -	\$ 56,505.11	\$ 210,034.48
Clare	\$ 161,432.00	\$ 281,168.08	\$ 384,855.25	\$ -	\$ 10,917.78	\$ 773,606.13	\$ 161,432.00	\$ 281,168.08	\$ 320,088.27	\$ -	\$ 10,917.78
Clinton	\$ 225,220.00	\$ 1,789,881.38	\$ -	\$ -	\$ 8,411,864.95	\$ 4,925,123.02	\$ 1,678,791.05	\$ 1,789,881.38	\$ -	\$ -	\$ 3,246,331.97
Crawford	\$ 142,716.00	\$ 333,642.74	\$ -	\$ -	\$ 661.50	\$ 509,429.43	\$ 142,716.00	\$ 333,716.74	\$ -	\$ -	\$ 33,070.69
Delta	\$ 235,601.32	\$ 299,024.28	\$ 488,976.42	\$ -	\$ 2,302.55	\$ 1,025,904.50	\$ 235,601.32	\$ 299,024.28	\$ 488,976.42	\$ -	\$ 2,302.55
Dickinson	\$ 154,470.00	\$ 195,663.92	\$ 354,344.54	\$ -	\$ 90,352.83	\$ 794,831.29	\$ 154,470.00	\$ 195,663.92	\$ 354,344.54	\$ -	\$ 90,352.83
Eaton	\$ 273,877.00	\$ 1,974,445.00	\$ 3,523,923.00	\$ -	\$ 68,054.00	\$ 5,882,011.00	\$ 273,877.00	\$ 1,958,130.00	\$ 3,581,950.00	\$ -	\$ 68,054.00
Genesee	\$ 736,952.09	\$ 7,209,028.61	\$ -	\$ 130,500.00	\$ 129,822.22	\$ 8,206,302.92	\$ 736,952.09	\$ 7,209,028.61	\$ -	\$ 130,500.00	\$ 129,822.22
Gladwin	\$ 153,771.00	\$ 124,400.77	\$ 747,709.42	\$ -	\$ 7,022.81	\$ 929,178.31	\$ 3,848.00	\$ 89,806.28	\$ 835,524.03	\$ -	\$ -
Gogebic *	\$ 140,214.00	\$ 237,465.92	\$ -	\$ -	\$ 1,182.70	\$ 363,188.12	\$ 363,188.12	\$ -	\$ -	\$ -	\$ -
Grand Traverse	\$ 242,107.00	\$ 2,098,138.80	\$ -	\$ 132,000.00	\$ 13,250.00	\$ 2,485,495.80	\$ 242,017.00	\$ 2,098,138.80	\$ -	\$ 132,000.00	\$ 13,250.00
Gratiot	\$ 178,336.00	\$ 1,008,215.00	\$ -	\$ -	\$ -	\$ 1,232,796.00	\$ 178,336.00	\$ 1,054,460.00	\$ -	\$ -	\$ -
Hillsdale	\$ 253,557.36	\$ 987,924.42	\$ -	\$ -	\$ 56,264.70	\$ 1,048,540.03	\$ 253,557.36	\$ 794,982.67	\$ -	\$ -	\$ -
Houghton *	\$ 169,777.00	\$ 327,610.61	\$ -	\$ -	\$ 2,769.48	\$ 520,826.00	\$ 186,626.00	\$ 334,201.00	\$ -	\$ -	\$ -
Huron	\$ 165,713.00	\$ 757,529.38	\$ -	\$ 107,678.59	\$ 369.61	\$ 1,031,290.58	\$ 165,713.00	\$ 757,529.38	\$ -	\$ 107,678.59	\$ 369.61
Ingham	\$ 557,544.00	\$ 4,995,954.21	\$ 6,558,653.73	\$ -	\$ 1,006,965.74	\$ 12,528,678.16	\$ 557,544.00	\$ 4,995,954.21	\$ 5,968,214.21	\$ -	\$ 1,006,965.74
Ionia	\$ 208,516.00	\$ 1,238,788.94	\$ -	\$ -	\$ 8,439.66	\$ 1,659,806.68	\$ 3,850.00	\$ 1,655,956.68	\$ -	\$ -	\$ -
Iosco	\$ 154,058.00	\$ 42,696.70	\$ 818,794.46	\$ -	\$ -	\$ 937,361.42	\$ 100,000.00	\$ 42,696.70	\$ 794,664.72	\$ -	\$ -
Iron ***	\$ 132,713.00	\$ 302,161.78	\$ 3,658.96	\$ 195,691.00	\$ 164,984.05	\$ 736,242.80	\$ 132,713.00	\$ 302,161.78	\$ -	\$ 195,691.00	\$ 105,677.02
Isabella	\$ 262,731.00	\$ 1,912,639.32	\$ -	\$ -	\$ 1,417.88	\$ 1,813,000.58	\$ 262,731.00	\$ 1,550,269.58	\$ -	\$ -	\$ -
Jackson	\$ 350,695.00	\$ 2,384,866.00	\$ -	\$ 62,946.00	\$ 220,850.00	\$ 2,926,691.00	\$ 2,926,691.00	\$ -	\$ -	\$ -	\$ -
Kalamazoo	\$ 479,823.00	\$ 1,121,025.00	\$ -	\$ 4,300,000.00	\$ 347,954.00	\$ 7,774,982.00	\$ 479,823.00	\$ 1,121,025.00	\$ -	\$ 4,300,000.00	\$ 1,874,134.00
Kalkaska	\$ 140,479.00	\$ 560,770.00	\$ -	\$ -	\$ 6,844.00	\$ -	\$ 140,479.00	\$ 511,991.00	\$ -	\$ -	\$ -
Kent	\$ 992,512.00	\$ 9,875,823.00	\$ -	\$ 3,452,255.00	\$ 1,559,161.00	\$ 15,010,471.00	\$ 992,512.00	\$ 8,407,434.00	\$ -	\$ 5,610,525.00	\$ -
Keweenaw *	\$ 119,878.00	\$ -	\$ -	\$ -	\$ 905.00	\$ -	\$ 65,525.00	\$ -	\$ -	\$ -	\$ -
Lake	\$ 133,060.00	\$ -	\$ 725,961.56	\$ -	\$ -	\$ 1,315,968.42	\$ 309,355.12	\$ -	\$ 1,006,613.30	\$ -	\$ -
Lapeer	\$ 244,046.00	\$ 1,467,078.00	\$ -	\$ -	\$ 17,879.00	\$ 1,709,550.00	\$ 244,046.00	\$ 1,330,399.00	\$ -	\$ -	\$ 135,105.00
Leelanau	\$ 147,107.00	\$ 121,214.27	\$ -	\$ 896,381.00	\$ 120,000.00	\$ 1,284,702.27	\$ 147,107.00	\$ 121,214.27	\$ -	\$ 896,381.00	\$ 120,000.00
Lenawee	\$ 262,363.00	\$ 3,416,869.90	\$ -	\$ -	\$ 25,913.62	\$ 2,751,628.77	\$ 2,751,628.77	\$ -	\$ -	\$ -	\$ -
Livingston	\$ 378,877.00	\$ 4,291,383.80	\$ -	\$ -	\$ 84,302.54	\$ 4,777,878.11	\$ 259,936.25	\$ 4,517,941.86	\$ -	\$ -	\$ -
Luce **	\$ 125,167.00	\$ 44,000.02	\$ -	\$ -	\$ 5,913.91	\$ 144,111.64	\$ 144,111.64	\$ -	\$ -	\$ -	\$ -

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County	Total State 911 Fee Distribution Received	Total Local 911 Fee Distribution Received	Total 911 Millage Receipts	Total General Fund Monies	Total Other Receipts	Total Expenses	Total State 911 Fee Spent	Total Local 911 Fee Spent	Total 911 Millage Monies Spent	Total General Fund Monies Spent	Total Other Monies Spent
Mackinac **	\$ 131,689.00	\$ 182,507.68	\$ -	\$ -	\$ 384.61	\$ 318,467.30	\$ 158,844.74	\$ 159,622.56	\$ -	\$ -	\$ -
Macomb	\$ 1,339,391.00	\$ -	\$ -	\$ 11,751,196.92	\$ 26,000.00	\$ 12,222,070.79	\$ 799,182.46	\$ -	\$ -	\$ 11,374,661.19	\$ 48,227.14
Manistee	\$ 152,368.00	\$ -	\$ 950,090.00	\$ 53,576.00	\$ 145,632.00	\$ 1,301,666.00	\$ 152,368.00	\$ -	\$ 950,090.00	\$ 53,576.00	\$ 145,632.00
Marquette	\$ 213,133.00	\$ -	\$ 1,275,887.00	\$ -	\$ 407,573.00	\$ 1,646,879.00	\$ 213,133.00	\$ -	\$ 1,026,173.00	\$ -	\$ 407,573.00
Mason Oceana	\$ 311,474.00	\$ 1,119,825.99	\$ 462,297.59	\$ -	\$ 24,182.56	\$ 1,735,838.94	\$ 1,273,541.35	\$ -	\$ 462,297.59	\$ -	\$ -
Meceola (Mecosta-Osceola)	\$ 329,411.00	\$ 1,220,749.67	\$ -	\$ -	\$ 137,065.65	\$ 1,617,402.39	\$ 329,411.00	\$ 1,220,749.67	\$ -	\$ -	\$ 67,241.72
Menominee	\$ 162,316.00	\$ 488,258.00	\$ -	\$ 323,273.00	\$ 20,528.10	\$ 992,308.70	\$ 650,574.00	\$ -	\$ -	\$ 323,273.00	\$ 18,461.70
Midland	\$ 237,221.00	\$ -	\$ 2,387,736.00	\$ -	\$ 77,941.00	\$ 2,397,185.00	\$ 237,221.00	\$ -	\$ 2,318,786.00	\$ -	\$ 77,941.00
Missaukee	\$ 137,903.00	\$ 254,274.00	\$ -	\$ 406,004.00	\$ 1,942.00	\$ 800,096.00	\$ 137,903.00	\$ 254,247.00	\$ -	\$ 406,004.00	\$ 1,942.00
Monroe	\$ 336,752.00	\$ 3,402,949.55	\$ -	\$ -	\$ 236,696.12	\$ 3,165,800.82	\$ 336,752.00	\$ 2,592,352.70	\$ -	\$ -	\$ 236,696.12
Montcalm	\$ 207,698.00	\$ 1,524,574.00	\$ -	\$ -	\$ 157,301.00	\$ 1,878,203.00	\$ 207,698.00	\$ 1,524,574.00	\$ -	\$ -	\$ 145,931.00
Montmorency	\$ 129,728.00	\$ 285,578.00	\$ -	\$ 30,000.00	\$ -	\$ 359,281.51	\$ 129,728.00	\$ 199,553.51	\$ -	\$ 30,000.00	\$ -
Muskegon	\$ 368,168.00	\$ 4,401,880.00	\$ 1,372,680.00	\$ -	\$ 1,516,192.00	\$ 17,341,214.00	\$ 368,168.00	\$ 4,401,880.00	\$ 1,372,680.00	\$ -	\$ 11,988,486.00
Newaygo	\$ 132,792.00	\$ 1,232,077.30	\$ -	\$ -	\$ -	\$ 1,463,998.93	\$ 222,093.93	\$ 1,241,905.00	\$ -	\$ -	\$ -
Oakland	\$ 1,908,263.00	\$ 7,163,868.47	\$ 2,556,040.00	\$ 20,445,052.00	\$ 3,171,421.00	\$ 64,634,353.13	\$ 36,341,523.13	\$ -	\$ 2,556,040.00	\$ 22,565,369.00	\$ 3,171,421.00
Ogemaw	\$ 128,523.00	\$ 236,792.41	\$ 649,506.00	\$ -	\$ 16,100.00	\$ 1,030,922.01	\$ 128,523.00	\$ 236,792.41	\$ 649,506.60	\$ -	\$ 16,100.00
Ontonagon *	\$ 98,695.00	\$ 34,409.98	\$ -	\$ -	\$ 2,496.41	\$ 97,740.13	\$ 97,740.13	\$ -	\$ -	\$ -	\$ -
Oscoda	\$ 172,625.85	\$ 38,525.26	\$ -	\$ 120,685.26	\$ -	\$ 277,099.95	\$ 156,414.69	\$ -	\$ -	\$ 120,685.26	\$ -
Otsego	\$ 151,536.00	\$ 499,338.00	\$ -	\$ -	\$ 66,190.00	\$ 727,713.00	\$ 151,536.00	\$ 499,338.00	\$ -	\$ -	\$ 76,839.00
Ottawa	\$ 499,425.00	\$ -	\$ 5,153,119.00	\$ -	\$ 406,273.00	\$ 6,313,423.00	\$ 499,425.00	\$ -	\$ 5,153,119.00	\$ -	\$ 406,273.00
Presque Isle	\$ 135,748.00	\$ 136,463.74	\$ -	\$ -	\$ -	\$ 272,211.74	\$ 135,748.00	\$ 136,463.74	\$ -	\$ -	\$ -
Roscommon	\$ 151,959.11	\$ -	\$ 1,361,151.29	\$ -	\$ 14,269.50	\$ 1,144,024.30	\$ 151,959.11	\$ -	\$ 977,795.69	\$ -	\$ 14,269.50
Saginaw	\$ 409,120.00	\$ 5,117,497.00	\$ 1,495,760.00	\$ -	\$ 239,170.00	\$ 6,896,052.00	\$ 409,120.00	\$ 5,117,197.00	\$ 1,130,265.00	\$ -	\$ 239,170.00
Sanilac	\$ 185,290.00	\$ 116,858.85	\$ 324,643.96	\$ 259,598.84	\$ 4,800.00	\$ 765,006.74	\$ 185,290.00	\$ 116,858.85	\$ 198,459.05	\$ 259,598.84	\$ 4,800.00
Schoolcraft *	\$ 123,172.07	\$ 40,407.70	\$ -	\$ -	\$ 2,455.64	\$ 156,446.17	\$ 123,172.07	\$ -	\$ -	\$ -	\$ -
Shiawassee	\$ 219,564.00	\$ 1,944,920.29	\$ -	\$ -	\$ 123,029.31	\$ 1,928,730.28	\$ 1,928,730.28	\$ -	\$ -	\$ -	\$ -
St. Clair	\$ 352,788.00	\$ 1,043,102.23	\$ -	\$ 730,010.13	\$ 16,095.15	\$ 2,141,995.51	\$ 352,788.00	\$ 1,043,102.23	\$ -	\$ 730,010.13	\$ 16,095.13
St. Joseph	\$ 204,718.00	\$ 235,256.00	\$ 1,912,523.00	\$ -	\$ 711,072.00	\$ 2,542,774.00	\$ -	\$ -	\$ 1,912,523.00	\$ -	\$ 630,252.00
Tuscola	\$ 196,619.00	\$ 1,064,156.69	\$ -	\$ -	\$ 39,100.58	\$ 1,607,674.32	\$ 1,607,674.32	\$ -	\$ -	\$ -	\$ -
Van Buren	\$ 227,776.00	\$ 1,382,207.39	\$ -	\$ -	\$ 13,820.27	\$ 1,292,251.67	\$ 227,776.00	\$ 1,049,655.40	\$ -	\$ -	\$ 13,820.27
Washtenaw	\$ 617,290.00	\$ 1,722,572.04	\$ -	\$ 5,414,387.79	\$ -	\$ 7,900,856.21	\$ 617,290.00	\$ 1,722,572.04	\$ -	\$ 5,414,387.79	\$ -
Wayne - Conf. of Western Wayne	\$ 784,713.00	\$ 2,988,822.00	\$ -	\$ 13,565,005.00	\$ -	\$ 17,338,540.00	\$ 784,713.00	\$ 2,988,822.00	\$ -	\$ 13,565,005.00	\$ -
Wayne - Conf. of Eastern Wayne	\$ 260,333.00	\$ 80,849.00	\$ -	\$ 644,052.00	\$ -	\$ 985,234.00	\$ 260,333.00	\$ 80,849.00	\$ -	\$ 644,052.00	\$ -
Wayne - Downriver Mutual Aid	\$ 1,597,660.85	\$ -	\$ -	\$ 3,909,917.16	\$ 21,106.07	\$ 1,787,106.00	\$ 1,787,106.00	\$ -	\$ -	\$ -	\$ -
Wayne - Detroit Service District	\$ 2,058,572.54	\$ 745,167.87	\$ -	\$ 12,841,789.58	\$ -	\$ 16,006,147.42	\$ 3,223,544.81	\$ -	\$ -	\$ 12,782,602.61	\$ -
Wexford	\$ 168,594.00	\$ 719,478.00	\$ -	\$ -	\$ 192.00	\$ 996,224.00	\$ 168,594.00	\$ 827,630.00	\$ -	\$ -	\$ -
TOTAL	\$ 26,268,676.93	\$ 97,590,324.40	\$ 46,528,284.20	\$ 83,253,739.32	\$ 20,941,388.98	\$ 299,795,670.92	\$ 74,487,740.02	\$ 74,357,521.71	\$ 43,918,528.95	\$ 83,076,730.26	\$ 25,106,953.55

DISTRIBUTION OF EMERGENCY 911 FUNDS TO COUNTIES
EQUAL AND PER CAPITA (JANUARY-DECEMBER 2020)

County	Net Payment
Alcona	\$ 132,186
Alger	130,223
Allegan	279,217
Alpena	159,489
Antrim	150,681
Arenac	139,440
Baraga	129,138
Barry	202,772
Bay	273,894
Benzie	141,820
Berrien	345,668
Branch	182,392
Calhoun	315,422
Cass	192,703
Charlevoix	154,149
Cheboygan	154,446
Chippewa	172,546
Clare	161,432
Clinton	226,494
Crawford	136,770
Delta	170,422
Dickinson	154,470
Eaton	273,877
Emmet	164,020
Genesee	739,315
Gladwin	153,771
Gogebic	140,214
Grand Traverse	243,476
Gratiot	178,336
Hillsdale	184,500
Houghton	169,777
Huron	164,640
Ingham	527,262
Ionia	209,696
Iosco	154,058
Iron	133,466
Isabella	219,073
Jackson	350,695
Kalamazoo	482,532
Kalkaska	141,276
Kent	998,110
Keweenaw	119,328

County	Net Payment
Lake	\$ 133,060
Lapeer	245,426
Leelanau	147,941
Lenawee	262,363
Livingston	381,017
Luce	125,877
Mackinac	132,436
Macomb	1,346,943
Manistee	152,368
Marquette	214,339
Mason	158,182
Mecosta	178,806
Menominee	151,338
Midland	238,563
Missaukee	137,903
Monroe	338,654
Montcalm	208,873
Montmorency	130,464
Muskegon	368,168
Newaygo	187,093
Oakland	1,875,829
Oceana	155,057
Ogemaw	147,928
Ontonagon	126,094
Osceola	150,605
Oscoda	128,816
Otsego	151,536
Ottawa	502,244
Presque Isle	135,748
Roscommon	151,953
Saginaw	409,120
Saint Clair	354,781
Saint Joseph	205,877
Sanilac	179,269
Schoolcraft	128,591
Shiawassee	219,564
Tuscola	197,732
Van Buren	227,776
Washtenaw	620,774
Wayne	2,780,693
Wexford	164,080
TOTAL	\$24,107,077

Appendix C

MICHIGAN 911 COUNTY SURCHARGES

AS COMPILED BY MICHIGAN PUBLIC SERVICE COMMISSION STAFF

RATES EFFECTIVE JULY 1, 2020

County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Alcona	\$0.47	\$0.03	\$3.00	\$3.50
Alger	\$0.47	\$0.03	\$0.42	\$0.92
Allegan	\$0.47	\$0.03	\$3.00	\$3.50
Alpena	\$0.47	\$0.03	\$3.00	\$3.50
Antrim	\$0.47	\$0.03	\$ -	\$0.50
Arenac	\$0.47	\$0.03	\$0.42	\$0.92
Baraga	\$0.47	\$0.03	\$0.42	\$0.92
Barry	\$0.47	\$0.03	\$ -	\$0.50
Bay	\$0.47	\$0.03	\$ -	\$0.50
Benzie	\$0.47	\$0.03	\$3.00	\$3.50
Berrien	\$0.47	\$0.03	\$0.42	\$0.92
Branch	\$0.47	\$0.03	\$0.42	\$0.92
Calhoun	\$0.47	\$0.03	\$0.60	\$1.10
Cass	\$0.47	\$0.03	\$1.39	\$1.89
Charlevoix	\$0.47	\$0.03	\$0.61	\$1.11
Cheboygan	\$0.47	\$0.03	\$0.61	\$1.11
Chippewa	\$0.47	\$0.03	\$1.50	\$2.00
Clare	\$0.47	\$0.03	\$1.00	\$1.50
Clinton	\$0.47	\$0.03	\$1.50	\$2.00
Crawford	\$0.47	\$0.03	\$2.35	\$2.85
Delta	\$0.47	\$0.03	\$0.80	\$1.30
Dickinson	\$0.47	\$0.03	\$0.68	\$1.18
Eaton	\$0.47	\$0.03	\$1.65	\$2.15
Emmet	\$0.47	\$0.03	\$0.61	\$1.11
Genesee	\$0.47	\$0.03	\$1.86	\$2.36
Gladwin	\$0.47	\$0.03	\$0.51	\$1.01
Gogebic	\$0.47	\$0.03	\$2.00	\$2.50
Grand Traverse	\$0.47	\$0.03	\$1.85	\$2.35
Gratiot	\$0.47	\$0.03	\$3.00	\$3.50
Hillsdale	\$0.47	\$0.03	\$2.60	\$3.10
Houghton	\$0.47	\$0.03	\$1.10	\$1.60
Huron	\$0.47	\$0.03	\$2.20	\$2.70
Ingham	\$0.47	\$0.03	\$1.80	\$2.30
Ionia	\$0.47	\$0.03	\$2.30	\$2.80
Iosco	\$0.47	\$0.03	\$0.20	\$0.70
Iron	\$0.47	\$0.03	\$2.70	\$3.20
Isabella	\$0.47	\$0.03	\$3.00	\$3.50
Jackson	\$0.47	\$0.03	\$1.50	\$2.00
Kalamazoo	\$0.47	\$0.03	\$0.42	\$0.92
Kalkaska	\$0.47	\$0.03	\$2.52	\$3.02
Kent	\$0.47	\$0.03	\$1.15	\$1.65
Keweenaw	\$0.47	\$0.03	\$ -	\$0.50
Lake	\$0.47	\$0.03	\$ -	\$0.50
Lapeer	\$0.47	\$0.03	\$1.55	\$2.05
Leelanau	\$0.47	\$0.03	\$0.42	\$0.92
Lenawee	\$0.47	\$0.03	\$3.00	\$3.50

County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Livingston	\$0.47	\$0.03	\$1.85	\$2.35
Luce	\$0.47	\$0.03	\$0.99	\$1.49
Mackinac	\$0.47	\$0.03	\$1.48	\$1.98
Macomb	\$0.47	\$0.03	\$ -	\$0.50
Manistee	\$0.47	\$0.03	\$ -	\$0.50
Marquette	\$0.47	\$0.03	\$ -	\$0.50
Mason	\$0.47	\$0.03	\$2.09	\$2.59
Mecosta	\$0.47	\$0.03	\$2.25	\$2.75
Menominee	\$0.47	\$0.03	\$2.12	\$2.62
Midland	\$0.47	\$0.03	\$ -	\$0.50
Missaukee	\$0.47	\$0.03	\$3.00	\$3.50
Monroe	\$0.47	\$0.03	\$2.00	\$2.50
Montcalm	\$0.47	\$0.03	\$2.85	\$3.35
Montmorency	\$0.47	\$0.03	\$3.00	\$3.50
Muskegon	\$0.47	\$0.03	\$2.75	\$3.25
Newaygo	\$0.47	\$0.03	\$3.00	\$3.50
Oakland	\$0.47	\$0.03	\$0.42	\$0.92
Oceana	\$0.47	\$0.03	\$2.09	\$2.59
Ogemaw	\$0.47	\$0.03	\$1.38	\$1.88
Ontonagon	\$0.47	\$0.03	\$0.51	\$1.01
Osceola	\$0.47	\$0.03	\$2.25	\$2.75
Oscoda	\$0.47	\$0.03	\$0.45	\$0.95
Otsego	\$0.47	\$0.03	\$1.72	\$2.22
Ottawa	\$0.47	\$0.03	\$ -	\$0.50
Presque Isle	\$0.47	\$0.03	\$2.00	\$2.50
Roscommon	\$0.47	\$0.03	\$ -	\$0.50
Saginaw	\$0.47	\$0.03	\$2.65	\$3.15
Sanilac	\$0.47	\$0.03	\$0.44	\$0.94
Schoolcraft	\$0.47	\$0.03	\$0.42	\$0.92
Shiawassee	\$0.47	\$0.03	\$2.65	\$3.15
St. Clair	\$0.47	\$0.03	\$0.60	\$1.10
St. Joseph	\$0.47	\$0.03	\$0.42	\$0.92
Tuscola	\$0.47	\$0.03	\$2.03	\$2.53
Van Buren	\$0.47	\$0.03	\$1.92	\$2.42
Washtenaw	\$0.47	\$0.03	\$0.43	\$0.93
Wayne:				
Detroit Emergency	\$0.47	\$0.03	\$0.42	\$0.92
Downriver	\$0.47	\$0.03	\$0.42	\$0.92
Wayne, Conf. East	\$0.47	\$0.03	\$0.42	\$0.92
Wayne, Conf. West	\$0.47	\$0.03	\$0.42	\$0.92
Wexford	\$0.47	\$0.03	\$2.25	\$2.75

NOTE:

Per P.A. 51 of 2018, the state 911 charge is set at \$0.25.

This charge is also to be included on customer bills and remitted to Michigan Department of Treasury.

*The Technical Charge is calculated by a third-party accounting firm.

**The County Charges are reported by the counties.

For questions, contact Mr. Josh McConkie at McConkieJ@michigan.gov

Appendix D
COUNTY CALL INFORMATION DETAIL

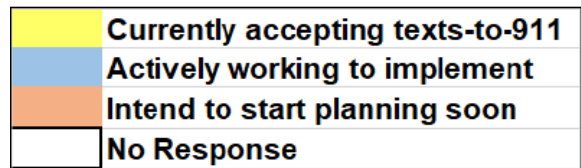
County	Total Wireline 911 Calls Received	Total Wireless 911 Calls Received	Total VoIP Calls Received	Total Texts-to-911 Received	Total PSAP Non-Emergency Admin Calls (non 911 lines)	Total Incidents Dispatched
Alcona	768	3,939	34	12	21,000	4,414
Alger	836	3,139	62	16	23,688	5,825
Allegan	4,532	45,208	955	0	74,081	64,291
Alpena	2,308	7,493	165	9	12,383	22,358
Antrim	1,105	10,972	4	0	9,379	23,257
Arenac	13,815	0	0	270	50,000	11,979
Baraga *	713	1,574	29	22	74,108	9,427
Barry	2,858	15,707	628	72	43,204	55,015
Bay	14,214	62,910	1,513	13	49,731	77,995
Benzie	805	6,494	91	0	19,324	13,662
Berrien	3,616	78,209	5,236	179	109,924	137,535
Branch	26,245	32,843	12,000	2,114	49,271	61,435
Calhoun	8,215	95,561	5,853	135	426,665	201,527
Cass	691	17,417	1,389	23	164,783	44,548
CCE (Charlevoix, Cheboygan, Emmet)	9,610	62,296	2,746	161	67,485	143,936
Chippewa **	3,388	12,337	77	28	40,066	33,540
Clare	2,450	13,033	240	20	27,070	31,510
Clinton	5,004	29,722	1,654	89	41,101	99,767
Crawford	765	3,556	1	1	5,693	15,785
Delta	2,770	8,992	397	28	78,500	20,054
Dickinson	1,353	5,641	302	631	32,734	24,400
Eaton	59,460	41,357	2,952	139	82,949	80,922
Genesee	17,421	314,375	23,233	895	112,432	510,030
Gladwin	4,223	4,416	0	0	61,862	15,956
Gogebic *	1,450	1,276	167			13,802
Grand Traverse	42,262	35,287	1,159	60	81,297	77,052
Gratiot	1,584	15,436	370	13	19,281	39,486
Hillsdale	2,899	22,190	3,823	9	38,212	34,269
Houghton *	0	0	0	0	0	0
Huron	847	10,621	511	24	60,504	27,366
Ingham	12,018	157,157	6,130	415	201,170	205,589
Ionia	790	19,944	2,491	38	52,230	34,946
Iosco	2,805	9,683	172	14	22,204	20,280
Iron ***	517	5,664	276	17	22,796	15,320
Isabella	3,033	46,810	321	0	109,212	69,312
Jackson	49,302	116,901	9,855	370	87,432	137,330
Kalamazoo	9,747	145,281	3,975	332	278,780	272,268
Kalkaska	1,398	7,216	208	0	22,780	10,743
Kent	18,927	249,048	17,085	0	357,677	267,200
Keweenaw *	154	773	22			1,809
Lake	15	6,783	153	33	0	24,311
Lapeer	5,614	24,713	0	54	37,436	69,524
Leelanau	1,289	6,925	99	9	21,877	12,010
Lenawee	5,206	35,583	3,237	136	94,250	69,711
Livingston	69,275	62,947	3,524	65	107,365	211,458
Luce **	2,069	0	0			

County	Total Wireline 911 Calls Received	Total Wireless 911 Calls Received	Total VoIP Calls Received	Total Texts-to-911 Received	Total PSAP Non-Emergency Admin Calls (non 911 lines)	Total Incidents Dispatched
Mackinac **	988	4,818	60			7,327
Macomb	28,050	331,150	30,475	652	506,660	597,782
Manistee	1,000	10,217	155	18	36,843	26,421
Marquette	4,688	24,421	468	107	61,683	46,278
Mason Oceana	3,682	23,916	645	563	33,593	71,864
Meceola (Mecosta-Osceola)	2,261	17,246	399	33	87,062	46,891
Menominee	739	5,252	758	22	23,410	25,187
Midland	8,272	34,499	1,549	46	19,911	58,171
Missaukee	136	4,709	112	10	10,372	7,128
Monroe	6,606	54,680	1,828	21	87,262	77,334
Montcalm	1,102	25,567	0	47	78,081	42,420
Montmorency	749	3,607	62	13	10,243	4,431
Muskegon	12,020	117,237	12,663	0	133,306	242,121
Newaygo	2,035	18,204	886	27	53,040	53,103
Oakland	49,893	471,118	46,229	691	869,468	943,067
Ogemaw	1,171	17,362	203	37	37,232	31,719
Ontonagon *	436	1,140	45			5,786
Oscoda	617	3,026	100	3	14,500	3,987
Otsego	1,746	11,278	191	76	13,775	30,129
Ottawa	11,072	89,744	3,840	245	190,239	112,028
Presque Isle	946	4,018	54	19	0	9,557
Roscommon	2,735	15,776	199	262	47,044	39,786
Saginaw	18,581	112,290	2,184	0	69,948	189,458
Sanilac	1,463	12,687	301	21	132,255	40,191
Schoolcraft *						
Shiawassee	39,545	24,784	1,237	27	55,321	54,987
St. Clair	6,459	52,810	3,705	408	163,745	126,799
St. Joseph	2,486	22,647	921	147	31,749	53,197
Tuscola	3,754	22,328	449	7	20,687	35,596
Van Buren	5,017	30,743	1,719	41	59,398	64,358
Washtenaw	86,334	0	0	0	295,981	322,903
Wayne - Conf. of Western Wayne	24,558	319,622	28,783	1,470	634,421	
Wayne - Conf. of Eastern Wayne	2,803	13,558	1,623	0	117,191	38,772
Wayne - Downriver Mutual Aid	240	268,731	2,403	0	129,285	288,214
Wayne - Detroit Service District	49,059	827,360	48,918	0	41,581	952,026
Wexford	1,816	14,380	335	0	46,703	37,883
TOTAL	801,425	4,868,354	306,638	11,459	7,403,925	8,009,855

*Negaunee dispatches for six counties: Baraga, Gogebic, Houghton, Keweenaw, Ontonagon, and Schoolcraft. A combined total for Texts-to-911 received and PSAP Non-Emergency Admin Calls (non 911 lines) is noted under Baraga County.

**Chippewa dispatches for three counties: Chippewa, Luce, and Mackinac. A combined total for Texts-to-911 received and PSAP Non-Emergency Admin Calls (non 911 lines) is noted under Chippewa County.

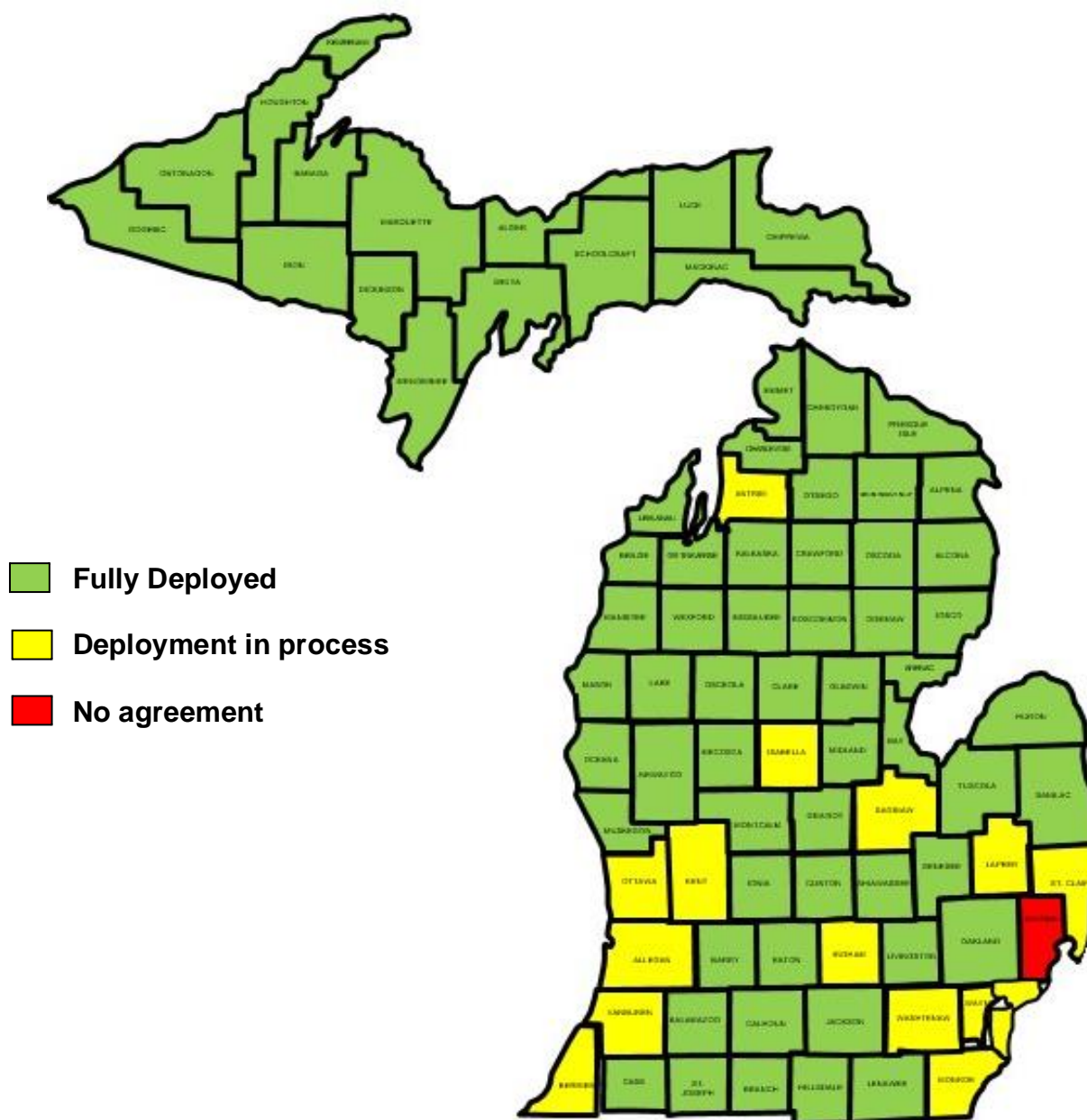
AS OF NOVEMBER 2020



IP Deployment Timeframes

Based on annual reporting data, 65 counties are currently receiving 911 calls via IP lines provided by PFN. An additional 13 counties plus three Wayne County service districts have agreements in place with PFN for future deployments. There are two currently under review and have not yet signed an agreement.

All data is based on information reported to the State 911 Office by counties self-reporting through the annual SNC-301 forms and information available through the MPSC.



ALLOWABLE/DISALLOWABLE USAGE OF FUNDS FOR TRAINING

BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING COSTS ARE ALLOWABLE OR DISALLOWABLE FUNDS FOR TRAINING (as approved by the State 911 Committee on 6/8/16):

ALLOWABLE 9-1-1 SURCHARGE EXPENDITURES FOR TRAINING FUNDS

Salaries and Travel Expenses–Allowed

Actual wages incurred after January 1, 2007, including overtime, not including benefits, eligible Primary PSAP personnel to attend State 9-1-1 Committee approved training courses (either attendee wages OR backfill employee wages), including the hours of travel to and from the approved training and the hours of the approved course. Documentation of overtime wages use must be kept on site.

Travel expenses to attend approved training in-state or out-of-state for states/provinces adjacent to Michigan (Ohio, Indiana, Wisconsin, Ontario, Illinois, Minnesota) meals, mileage, lodging, parking, etc.

Salaries of instructors for time spent presenting approved 9-1-1 center personnel training.

Reasonable travel expenses for instructors (meals, mileage, lodging, parking, etc.).

Flat rate fee or tuition paid to a training provider for presenting approved 9-1-1 center personnel training.

Facilities, Equipment, Supplies–Allowed

Reasonable rental costs for use of the training facilities for the express purpose of conducting approved 9-1-1 center personnel training.

Meals, beverage, and snack expenses provided to trainees during the training.

The cost of purchasing or leasing training materials, including the following: texts, bulletins, tests, writing materials, slides, films, video tapes, and other materials used to assist the eligible trainees in understanding training topics presented as part of State 9-1-1 Committee approved training.

DISALLOWABLE 9-1-1 SURCHARGE EXPENDITURES FOR TRAINING FUNDS

Salaries and Travel Expenses–Not Allowed

Monetary incentives, bonuses, or awards for completion of training.

Out-of-state travel expenses to states/provinces not adjacent to Michigan unless otherwise specifically approved by the State 9-1-1 Committee's Dispatcher Training Subcommittee.

No reimbursement for PSAP personnel used as trainers in their own PSAP.

Unreasonable travel expense.

Facilities, Equipment, Supplies–Not Allowed

Alcoholic beverages

Computer software to be used operationally (i.e., EMD protocol software, CAD software, etc.); computer hardware; any capital investment such as pre-employment testing equipment of simulated console equipment.

Training Sessions--Allowed

State 9-1-1 Committee approved in-state courses including interactive on-line courses and self-paced CD/DVD courses.

Out-of-state State 9-1-1 Committee approved courses. All approved expenses are allowed if state/province is adjacent to Michigan (i.e., Ohio, Indiana, Wisconsin, Ontario, Illinois, Minnesota). Only tuition is allowed for states/provinces not adjacent to Michigan unless otherwise specifically pre-approved by State 9-1-1 Committee's Dispatcher Training Subcommittee.

State 9-1-1 Committee approved conferences (trainees must attend at least 6 hours of approved courses at the conference within a 24-hour timeframe).

Eligible personnel may retake classes as needed.

Training Sessions--Not Allowed

Expired courses, even if previously State 9-1-1 Committee approved.

Out-of-state travel expenses to states/provinces not adjacent to Michigan unless otherwise specifically pre-approved by State 9-1-1 Committee's Dispatcher Training Subcommittee.

Conferences that are not State 9-1-1 Committee pre-approved.

PSAP PAYMENT HISTORY FOR TRAINING FUNDS

	2016	2017	2018	2019	2020
NAME	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Alcona County 911	7,407.00	8,391.00	7,781.00	8,978.00	7,429.00
Alger County E911	1,852.00	1,048.00	1,945.00	1,283.00	2,123.00
Allegan County Central Dispatch	18,519.00	22,026.00	17,507.00	26,934.00	22,285.00
Alpena County Central Dispatch	9,259.00	10,489.00	9,726.00	11,543.00	9,550.00
Antrim County Central Dispatch Center	8,334.00	8,391.00	7,781.00	11,543.00	9,550.00
Arenac County Central Dispatch	9,259.00	10,489.00	-	-	-
Auburn Hills Police Department – Merged 2016	5,063.00	-	-	-	-
Barry County Central Dispatch	14,815.00	16,781.00	15,562.00	20,521.00	16,979.00
Bay County 911 Central Dispatch	21,296.00	23,075.00	21,399.00	32,064.00	26,530.00
Benzie County Sheriff Department	8,334.00	8,391.00	7,781.00	-	-
Berkley Department of Public Safety	4,629.00	-	2,918.00	5,130.00	4,245.00
Berrien County Sheriff's Dept.	-	-	35,015.00	44,890.00	36,081.00
Birmingham Police Department	9,259.00	10,489.00	9,726.00	12,825.00	11,673.00
Bloomfield Hills Public Safety Department	4,629.00	5,244.00	4,863.00	6,413.00	5,306.00
Bloomfield Township Police Dept.	12,037.00	14,684.00	12,644.00	17,956.00	13,796.00
Branch County 911/Central Dispatch	-	-	-	-	-
Brownstown Police Department	-	-	3,891.00	5,130.00	4,245.00
Calhoun County Consolidated Dispatch Authority	29,629.00	31,466.00	30,152.00	41,042.00	33,958.00
Canton Township Department of Public Safety	15,741.00	19,929.00	17,507.00	23,087.00	18,040.00
Cass County Sheriff Department	9,259.00	10,489.00	9,726.00	12,825.00	11,673.00
CCE Central Dispatch Authority	18,519.00	19,929.00	17,507.00	-	16,979.00
Center Line Public Safety Dept.	3,704.00	4,196.00	-	5,130.00	4,245.00
Central Michigan University	6,481.00	6,293.00	6,809.00	7,695.00	6,367.00
Chelsea Police Department	3,704.00	4,196.00	3,891.00	5,130.00	4,245.00
Chesterfield Twp. Police Dept.	-	-	7,781.00	10,260.00	8,490.00
Chippewa County Central Dispatch	12,963.00	13,635.00	12,644.00	15,390.00	13,796.00
Clare County Central Dispatch	10,185.00	11,537.00	9,726.00	12,825.00	10,612.00
Clay Township Police Dept.	3,704.00	4,196.00	4,863.00	6,413.00	5,306.00
Clinton County Central Dispatch	12,963.00	15,733.00	14,590.00	17,956.00	14,856.00
Crawford Emergency Central Dispatch	-	7,342.00	5,836.00	6,413.00	6,367.00
Dearborn Heights Police Dept.	-	10,489.00	6,809.00	8,978.00	-
Dearborn United Dispatch Center (Dearborn PD)	15,741.00	18,879.00	20,425.00	33,986.00	32,897.00
Delta County Central Dispatch	7,407.00	9,440.00	8,754.00	11,543.00	9,550.00
Detroit Emergency Telephone District	114,814.00	-	146,870.00	200,081.00	157,057.00

	2016	2017	2018	2019	2020
NAME	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Downriver Central Dispatch (Wyandotte)	12,037.00	-	10,699.00	14,108.00	12,735.00
Eastern Michigan University Police Department	7,407.00	-	-	10,260.00	8,490.00
Eaton County Central Dispatch	21,296.00	25,173.00	22,371.00	26,934.00	22,285.00
Ecorse Police/Ecorse Fire	-	-	-	-	-
Farmington Hills Police Dept.	15,741.00	17,831.00	17,507.00	21,804.00	18,040.00
Fenton Police Department	5,556.00	5,244.00	4,863.00	6,413.00	5,306.00
Ferndale Police Department	-	-	-	8,978.00	6,367.00
Flat Rock Police Department	-	-	-	1,283.00	-
Flint 911 – Closed 2015	-	-	-	-	-
Fraser Department of Public Safety	5,556.00	6,293.00	2,297.00	-	-
Genesee County 911 Authority	45,370.00	60,834.00	55,441.00	74,389.00	58,366.00
Gibraltar Police Department	3,704.00	4,196.00	3,891.00	5,130.00	4,245.00
Gladwin County Central Dispatch	9,259.00	10,489.00	9,726.00	14,108.00	11,673.00
Grand Rapids Police Department	45,370.00	44,052.00	37,934.00	55,151.00	43,510.00
Grand Traverse Central Dispatch	17,593.00	20,977.00	18,481.00	26,934.00	21,224.00
Gratiot County Central Dispatch	9,259.00	10,489.00	-	12,825.00	10,612.00
Grosse Ile Township Police Dept.	4,629.00	-	4,863.00	-	5,306.00
Grosse Pointe Farms	6,481.00	7,342.00	6,809.00	7,695.00	5,306.00
Grosse Pointe Park DPS	3,704.00	-	-	-	4,245.00
Grosse Pointe Woods DPS	4,629.00	4,196.00	3,891.00	5,130.00	4,245.00
Hamtramck Police Department	926.00	1,048.00	3,891.00	6,413.00	5,306.00
Harper Woods Police Department	2,778.00	-	2,918.00	-	-
Hazel Park Police Department	-	3,146.00	2,918.00	-	3,183.00
Hillsdale County Central Dispatch	14,815.00	16,781.00	15,562.00	19,239.00	14,856.00
Huron County Central Dispatch	10,185.00	11,537.00	10,699.00	15,390.00	12,735.00
Huron Township Police-Fire	-	-	5,836.00	7,695.00	7,429.00
Ingham County Central Dispatch	55,555.00	59,785.00	52,524.00	71,824.00	58,366.00
Ionia County Central Dispatch	12,037.00	14,684.00	12,644.00	17,956.00	14,856.00
Iosco County Central Dispatch	11,111.00	11,537.00	10,699.00	14,108.00	11,673.00
Iron County 911	-	10,489.00	9,726.00	12,825.00	11,673.00
Isabella County Central Dispatch	12,037.00	13,635.00	13,618.00	17,956.00	13,796.00
Jackson County Central Dispatch	16,666.00	19,929.00	20,425.00	28,217.00	24,408.00
Kalamazoo County Sheriff Dept. Consolidated 2018	8,334.00	8,391.00	7,781.00	-	-
Kalamazoo DPS Consolidated 2018	17,593.00	18,879.00	16,535.00	-	-
Kalamazoo Township Police Dept. Consolidated 2018	4,629.00	4,196.00	3,891.00	-	-
Kalamazoo County Consolidated Dispatch Authority – Opened 2018	-	-	25,413.32	48,738.00	44,570.00
Kalkaska County Central Dispatch	5,556.00	7,342.00	5,836.00	8,978.00	6,367.00
Kent County Sheriff Department	43,519.00	50,345.00	51,550.00	65,411.00	62,610.00

	2016	2017	2018	2019	2020
NAME	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Lake County 911 Central Dispatch	10,185.00	11,537.00	8,754.00	-	9,550.00
Lapeer County Central Dispatch	15,741.00	18,879.00	16,535.00	21,804.00	18,040.00
Leelanau County 911	9,259.00	10,489.00	10,699.00	14,108.00	11,673.00
Lenawee County Sheriff Dept.	16,666.00	17,831.00	14,590.00	21,804.00	19,102.00
Livingston County 911 Central Dispatch	27,778.00	29,368.00	28,207.00	35,912.00	30,775.00
Livonia Police Department	12,037.00	12,587.00	10,699.00	14,108.00	11,673.00
Macomb County Sheriff's Dept.	49,073.00	61,883.00	56,413.00	67,976.00	60,489.00
Madison Heights Police Dept.	6,481.00	6,293.00	6,809.00	10,260.00	8,490.00
Manistee County 911 Central Dispatch	-	-	10,699.00	12,825.00	9,550.00
Marquette County Central Dispatch	12,037.00	13,635.00	12,644.00	16,674.00	13,796.00
Mason-Oceana 911	15,741.00	16,781.00	15,562.00	19,239.00	16,979.00
Meceola Consolidated Central Dispatch Authority	15,741.00	17,831.00	17,507.00	20,521.00	16,979.00
Menominee County 911	9,259.00	10,489.00	9,726.00	12,825.00	10,612.00
Michigan State Police	-	74,469.00	71,003.00	92,345.00	75,345.00
Midland County Central Dispatch Authority	15,741.00	17,831.00	16,535.00	21,804.00	16,979.00
Milan Police Department	4,629.00	4,196.00	3,891.00	5,130.00	4,245.00
Milford Village Police Department Closed 2015	-	-	-	-	-
Missaukee County Sheriff's Office	5,556.00	5,244.00	4,863.00	6,413.00	5,306.00
Monroe County Central Dispatch	19,444.00	22,026.00	22,371.00	30,782.00	23,346.00
Montcalm County Central Dispatch	16,666.00	18,879.00	15,562.00	21,804.00	18,040.00
Montmorency County 911 Sheriff Department	-	5,244.00	-	6,413.00	-
Muskegon Central Dispatch	27,778.00	33,564.00	31,125.00	42,324.00	31,836.00
Newaygo County 9-1-1 Central Dispatch	10,185.00	11,537.00	10,699.00	14,108.00	11,673.00
Niles Police Department	-	7,342.00	6,809.00	8,978.00	7,429.00
Northville Township Public Safety	9,259.00	10,489.00	8,754.00	14,108.00	10,612.00
Novi Police Department	9,259.00	-	11,672.00	15,390.00	12,735.00
Oak Park Department of Public Safety	4,629.00	6,293.00	5,836.00	7,695.00	6,367.00
Oakland County Sheriff Dept.	56,947.00	68,176.00	65,168.00	92,345.00	75,345.00
Ogemaw County Central Dispatch	9,259.00	10,489.00	9,726.00	12,825.00	11,673.00
Oscoda County Sheriff Dept.	-	-	3,891.00	6,413.00	4,245.00
Ottawa County Central Dispatch	33,333.00	38,808.00	36,961.00	48,738.00	37,142.00
Oxford Police Department Closed 2016	4,629.00	-	-	-	-
Pittsfield Township Public Safety Department – Closed 2018	6,481.00	7,342.00	-	-	-
Plymouth Community Communications Center	10,185.00	11,537.00	10,699.00	14,108.00	11,673.00

	2016	2017	2018	2019	2020
NAME	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Portage Department of Public Safety – Consolidated 2018	11,111.00	12,587.00	11,672.00	-	-
Presque Isle County E-911	-	-	-	5,130.00	4,245.00
Redford Township Police Dept.	-	-	5,836.00	7,695.00	4,245.00
Richmond Police Department	4,629.00	5,244.00	4,863.00	6,413.00	5,306.00
River Rouge Police Department	-	3,146.00	-	3,848.00	3,183.00
Riverview Police Department	-	-	972.00	-	-
Rochester Police Department	3,704.00	4,196.00	4,863.00	6,413.00	5,306.00
Rockwood Police Department	-	-	-	5,130.00	4,245.00
Romeo Police Department	3,704.00	4,196.00	3,891.00	5,130.00	4,245.00
Romulus Police Department	-	-	4,863.00	6,413.00	5,306.00
Roscommon County Central Dispatch	11,111.00	11,537.00	10,699.00	15,390.00	12,735.00
Royal Oak Police Department	10,185.00	11,537.00	11,672.00	15,390.00	13,796.00
Saginaw County 911 Communications Authority	34,259.00	38,808.00	37,934.00	44,890.00	33,958.00
Saline Police Department	3,704.00	4,196.00	3,891.00	5,130.00	4,245.00
Sanilac County Central Dispatch	8,334.00	9,440.00	9,726.00	12,825.00	10,612.00
SERESA	21,296.00	25,173.00	23,344.00	32,064.00	27,591.00
Shelby Township Police Dept.	10,185.00	11,537.00	11,672.00	14,108.00	11,673.00
Shiawassee County Central Dispatch	10,185.00	11,537.00	-	14,108.00	11,673.00
South Downriver Communications Center – Trenton and Riverview Consolidated in 2013 and unconsolidated in 2017	8,334.00	8,391.00	-	-	-
Southfield Department of Public Safety	15,741.00	18,879.00	15,562.00	19,239.00	18,040.00
St Clair County Central Dispatch	19,444.00	22,026.00	21,399.00	26,934.00	21,224.00
St. Joseph County Central Dispatch	14,815.00	15,733.00	14,590.00	19,239.00	16,979.00
Sterling Heights Police Dept. Closed 2015	-	-	-	-	-
Taylor Police Department	12,037.00	11,537.00	9,726.00	12,825.00	10,612.00
Trenton Police Department	-	-	5,836.00	6,413.00	4,245.00
Troy Police Department	18,519.00	19,929.00	16,535.00	21,804.00	19,102.00
Tuscola County Central Dispatch	11,111.00	11,537.00	10,699.00	16,674.00	13,796.00
University of Michigan Dept. of Public Safety	10,185.00	24,124.00	24,316.00	32,064.00	-
Utica Police Department	3,704.00	-	-	-	-
Van Buren County Central Dispatch	12,037.00	14,684.00	13,618.00	19,239.00	14,856.00
Van Buren Township Public Safety	8,334.00	9,440.00	9,726.00	12,825.00	10,612.00
Walled Lake Police Department	-	-	-	-	-
Warren Police Department	19,444.00	22,026.00	20,425.00	26,934.00	23,346.00
Washtenaw Central Dispatch	29,629.00	31,466.00	29,180.00	42,324.00	36,081.00
Waterford Township Police Dept.	9,259.00	11,537.00	10,699.00	14,108.00	11,673.00

	2016	2017	2018	2019	2020
NAME	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Wayne County Airport Authority	13,888.00	14,684.00	14,590.00	25,652.00	22,285.00
Wayne County Central Comm.	-	-	-	-	-
West Bloomfield Police Dept.	11,111.00	11,537.00	12,644.00	15,390.00	12,735.00
Western Michigan University Police Department Consolidated 2018	3,704.00	4,196.00	3,891.00	-	-
Westland Police Department	18,519.00	19,929.00	19,453.00	-	-
Wexford County Sheriff/Central Dispatch	7,407.00	9,440.00	8,754.00	11,543.00	9,550.00
White Lake Township Police Dept.	5,556.00	6,293.00	5,836.00	7,695.00	6,367.00
Woodhaven Police Department	-	-	-	-	-

ALLOWABLE/DISALLOWABLE USAGE OF 911 SURCHARGE FUNDS

ALLOWABLE 911 SURCHARGE FUNDS 911 SURCHARGE EXPENDITURES

Personnel Costs directly attributable to the delivery of 911 service (i.e., directors, supervisors, dispatchers, call-takers, technical staff, support staff):

Salaries	MSAG Coordination
Uniforms	Addressing/Database
Fringe Benefits	EAP

Note: If 911 staff serves dual functions (i.e., a director who is also in charge of Emergency Management, a dispatcher who is also a police officer) then only those portions of personnel costs attributable to their 911 functions should be allowable.

Facility Costs of the dispatch center directly attributable to the delivery of 911 service:

- Capital improvements for construction, remodeling, or expansion of dispatch center
- Electrical/Heat/AC/Water
- Fire Suppression System
- Cleaning, Maintenance, Trash Removal
- Telephone
- Generator/UPS and Grounding
- Insurance
- Office Supplies
- Printing and Copying
- Furniture

Note: If a shared facility, only those portions of facility costs attributable to the 911 functions should be allowable.

Training and Memberships directly related to 911 service:

- On the job training
- Vendor provided training
- Conferences
- Travel and lodging as necessary
- Membership in associations (APCO, NENA, etc.)

THE BELOW DISALLOWABLE EXPENSES ARE MEANT TO SERVE AS EXAMPLES ONLY – PLEASE REFER TO THE STATE 911 COMMITTEE APPEALS PROCESS FOR QUESTIONS.

Personnel Costs of law enforcement, fire, and EMS responders, emergency management staff, shared support or technical staff, except for portions of time directly functioning as 911 allowable staff.

Facility Costs of law enforcement, fire, EMS, emergency management, or other municipal facilities, except for that portion housing the 911 center or backup center or leased to the 911 center for allowable training or meeting facilities.

Capital costs and furnishing for facilities for which the primary purpose is other than 911 (i.e., a conference room used primarily for the City Council but occasionally leased/loaned to the 911 center for meetings.)

Training for staff not involved directly in the delivery of 911 service, or for any staff for courses not directly attributable to 911 or dispatching services.

Memberships for staff not involved directly in the delivery of 911 service, or for associations with a primary purpose other than public safety communications (i.e., sheriff's associations, police or fire chief associations, etc.)

ALLOWABLE 911 SURCHARGE FUNDS 911 SURCHARGE EXPENDITURES

Hardware, software, connectivity, and peripherals directly attributable to the delivery of 911 service:

- Customer Premise Equipment
- Remote CPE Hardware/Modems
- Computer-Aided Dispatch
- Radio system (consoles, infrastructure, field equipment)
- LEIN costs for dispatch purposes
- Paging System, pagers, and related costs
- Voice logging equipment
- Mobile Data Systems
- GIS/Mapping Systems/AVL Systems
- Alarms/Security Systems
- Connectivity for any of the above
- Maintenance and service agreements of above
- Software licensing of the above
- Associated database costs

Vehicle costs (staff vehicle, pool car, mileage reimbursement, fuel, etc.) directly attributable to the delivery of 911 service:

Travel for meetings, training, conferences
Travel for MSAG verification and testing
Travel for 911 public education purposes

Professional Services

Attorneys Consultants Insurance
Architects Auditor

Public Information/Education Expenses directly attributable to the delivery of 911 service.

DISALLOWED 911 SURCHARGE FUNDS 911 SURCHARGE EXPENDITURES

Hardware, software, connectivity, and peripherals not attributable to the delivery of 911 service:

- Law Enforcement Record Management Systems
- Fire Records Management Systems
- EMS Records Management Systems
- Jail Records Management Systems
- LEIN costs for non-911 functions (e.g., records unit)
- Word processing, databases, etc. not directly attributable to 911 service
- GIS not directly related to the delivery of 911 service
- Court Information Systems
- Connectivity for any of the above
- Maintenance and service agreements for any of the above
- Software licensing for any of the above
- Non-Emergency 911 systems

Vehicle costs (fleet vehicle, pool car, mileage reimbursement, etc.) for law enforcement, fire, or EMS responders, such as patrol cars, fire apparatus, ambulances, etc.

Professional Services not directly attributable to the delivery of 911 service.

Public Information not directly attributable to the delivery of 911 service.

Miscellaneous:

Road signs/Addressing Implements

Emergency Telephone Service Committee
6/21/2005

State 911 Committee revised
6/23/2009

Appendix J
OVERVIEW OF EMERGENCY 911 FUND
AS OF DECEMBER 31, 2020

FUND	RECEIPTS	DISBURSEMENTS	BALANCE
CMRS (1)	\$ 140,268,153.07	\$ 117,980,281.17	\$ 22,287,871.90
County (2)	166,086,307.42	163,313,811.67	2,772,495.75
County/POP (3)	249,158,239.32	244,997,184.51	4,161,054.81
Training (4)	29,745,858.42	27,645,745.67	2,100,112.75
MSP	1,956,624.43	1,956,624.43	0.00
MSP 911/ETSC Admin (5)	10,268,494.53	10,016,674.26	251,820.27
MSP 911/Disp. Ctr	6,938,020.25	6,783,212.71	154,807.54
Treasury Admin (6)	424,916.64	424,916.64	0.00
TOTALS	\$ 604,846,614.08	\$ 573,118,451.06	\$ 31,728,163.02

- (1)
- \$12M was transferred to the State Building Authority in FY04 and \$15.0M in FY06.
 - \$0.5M was transferred to the State Police in FY08 for a 911 Feasibility Study.
 - \$5M in FY10 for the Michigan Public Safety Communication System.
 - \$1.7M in FY11 for an IP-based 911 mapping system.
 - \$7M in FY11 for the Michigan Public Safety Communication System.
 - \$7M in FY12 for the Michigan Public Safety Communication System.
 - From FY12 through FY15, the Treasury Administration Fund received revenue from the Suppliers Fund.
- (2) County Equal Expenditures have been reduced by \$1,228.33 due to a repayment received from a county. The repayment is due to non-qualified 911 expenditures by the county as determined by the committee.
- (3) County Per-Capita Expenditures have been reduced by \$1,842.49 due to a repayment received from a county. The repayment is due to non-qualified 911 expenditures by the county as determined by the committee.
- (4) Expenditures have been reduced by \$786,330.57 due to repayments received from PSAPs. The repayments are due to the PSAP not spending the money within the time allowed.
- (5) Revenues and Expenditures include \$105,002.45 of AY04 revenue that was transferred to State Police directly from the 911 fund (however, it is being accounted for in this fund for historical information).

Appendix K
GLOSSARY OF TERMS

911	<p>A three-digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.</p> <p>911 Network—The dedicated circuits and switching components used to transport voice from the originating central office, PBX, or other equivalent point to the 911 controller unit at the PSAP.</p> <p>911 Service—The delivery of 911 dialed calls from the originating switch to the PSAP call taker, with associated delivery of Automatic Number Identification (ANI) and Automatic Location Identification (ALI) data.</p> <p>911 System—The set of network, database and CPE components required to provide 911 service.</p>
AR	<p>Alternate Routing</p> <p>A standard feature provided to allow E911 calls to be routed to a designated alternate location if: (1) all E911 exchange lines to the primary PSAP are busy; or (2) the primary PSAP is closed for a period of time (night service).</p> <p>Analog</p> <p>As applied to 911, call transport using signaling involving a physical change, such as voltage or frequency. Analog trunking using multi-frequency tones (MF).</p>
APCO	<p>Association of Public Safety Communications Officials</p> <p>The Association of Public Safety Communications Officials International, Inc. is a not-for-profit professional organization dedicated to the enhancement of public safety communications. APCO exists to serve the people who manage, operate, maintain, and supply the communications systems.</p>
ACN	<p>Automatic Collision Notification</p> <p>A service provided by vendors such as OnStar and ATX that allows sensors in vehicles to automatically initiate a call to a central answering point upon specific levels of vehicle impact, air bag deployment, etc.</p>
ALI	<p>Automatic Location Identification</p> <p>The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone, and supplementary emergency services information.</p>
ANI	<p>Automatic Number Identification</p> <p>Telephone number associated with the access line from which a call originates.</p> <p>Basic 911</p> <p>An emergency telephone system, which automatically connects 911 callers to a designated answering point. Call routing is determined by originating central office only. Basic 911 may or may not support ANI and/or ALI.</p>
CAS	<p>Call Associated Signaling</p> <p>Allows for the device position or location information to be delivered to the emergency services network in the call signaling as part of the call set-up information. With CAS, the originating network pushes the position information to an Emergency Services Network Entity (ESNE).</p>

CBN	Callback Number The VoIP subscriber's telephone number.
CTIA	Cellular Telecommunications and Internet Association The international organization that represents all elements of wireless communication such as cellular, personal communication services, enhanced specialized mobile radio, and mobile satellite services serving the interests of service providers, manufacturers, and others.
CO	Central Office The Local Exchange Carrier facility where access lines are connected to switching equipment for connection to the Public Switched Telephone Network.
CMRS	Commercial Mobile Radio Service Includes all the following: <ol style="list-style-type: none">1. A wireless 2-way communication device, including a radio telephone used in cellular telephone service or personal communication service.2. A functional equivalent of a radio telephone communications line used in cellular telephone service or personal communication service.3. A network radio access line.

CMRS Connection - Each number assigned to a CMRS customer.

Company Identifier (Company ID)

A 3-to-5-character identifier chosen by the Local Exchange Carrier that distinguishes the entity providing dial tone to the end user. The Company Identifier is maintained by NENA in a nationally accessible database.

Consolidated Dispatch

A countywide or regional emergency dispatch service that provides dispatch service for 75% or more of the law enforcement, firefighting, EMS, and other emergency service agencies within the geographical area of a 911 service district or serves 75% or more of the population within a 911 service district.

CRN	Contingency Routing Number A 10-digit, 24x7 PSAP emergency telephone number used for fallback routing if a call cannot be routed through the selective router to the PSAP.
CPE	Customer Premise Equipment Communications or terminal equipment located at a subscriber's premises and connected with a carrier's telecommunication channel at the demarcation point.

Database

An organized collection of information, typically stored in computer systems, comprised of fields, records (data) and indexes. In 911, such databases include a MSAG, telephone number/emergency service number, and telephone customer records.

Database Service Provider

A service supplier who maintains and supplies or contracts to maintain and supply an ALI database or a MSAG.

Dedicated Trunk

A telephone circuit used for a single purpose such as transmission of 911 calls.

DR	Default Routing The capability to route a 911 call to a designated (default) PSAP when the incoming 911 call cannot be selectively routed due to an ANI failure or other cause.
ECRF	Emergency Call Routing Function A functional element in an Emergency Services Internet Protocol Network (ESInet) which is a Location to Service Translator (LoST) protocol server where location information (either civic address or geo-coordinates) and a Service Uniform Resource Name (URN) serve as input to a mapping function that returns a Uniform Resource Identifier (URI) used to route an emergency call toward the appropriate PSAP for the caller's location or towards a responder agency.
EMS	Emergency Medical Service The emergency medical response group established under the Emergency Medical Systems Act of 1972.
ENP	Emergency Number Professional A NENA certification program to encourage professional growth, promote a standard of competence, ensure an awareness of current issues in the 911 field, and provide formal recognition of individuals for professional achievement.
ESN	Emergency Service Number A number defining the primary PSAP and up to five secondary PSAPs serving a particular telephone number. It is used in conjunction with the selective routing feature of E911 service.
ESZ	Emergency Service Zone The designation assigned by a county to each street name and address range that identifies which emergency response service is responsible for responding to an exchange access facility's premises.
ESGW	Emergency Services Gateway A component, residing in the VoIP service provider's network, responsible for integrating the Session Initiation Protocol (SIP) network with the emergency services network and routing 911 calls to the appropriate selective router, based on the Emergency Services Routing Number/Emergency Services Query Key (ESRN/ESQK) it receives from the regional call server on the 911 call server.
ESInet	Emergency Services Internet Protocol Network An ESInet is a managed IP network that is used for emergency services communications, which can be shared by all public safety agencies. It provides the IP transport infrastructure upon which independent application platforms and core functional processes can be deployed, including, but not restricted to, those necessary for providing NG911 services. ESInets may be constructed from a mix of dedicated and shared facilities. ESInets may be interconnected at local, regional, state, federal, national, and international levels to form an IP-based inter-network (network of networks).
ESME	Emergency Services Message Entity The ESME routes and processes the out-of-band messages related to emergency calls. This functionality is sometimes incorporated into the ALI database engine of a selective router.
ESNE	Emergency Services Network Entity The ESNE routes and processes the voice band portion of the emergency call. The ESNE is composed of selective routers, which are also known as routing, bridging, and transfer switches.

ESQK Emergency Services Query Key

A digit string that uniquely identifies an ongoing emergency services call and is used to correlate the emergency services call with the associated data messages. It may also identify an emergency services zone and may be used to route the call through the network, similar to an Emergency Services Routing Key (ESRK) in wireless E911 networks.

ESRN Emergency Services Routing Number

A 10-digit number that specifies the selective router to be used to route a call.

Emergency Telephone Charge

Emergency telephone operation charge and emergency telephone technical charge.

Emergency Telephone District

The area in which 911 service is provided or is planned to be provided to service users under a 911 system implemented under this act. Also referred to as "911 service district."

Emergency Telephone District Board

The governing body created by the board of commissioners of the county or counties with authority over an emergency telephone district.

Emergency Telephone Operation Charge

A charge for non-network technical equipment and other costs directly related to the dispatch facility and the operation of one or more PSAPs including, but not limited to, the costs of dispatch personnel and radio equipment necessary to provide two-way communication between PSAPs and a public safety agency. Emergency telephone operation charge does not include non-PSAP related costs such as response vehicles and other personnel.

Emergency Telephone Technical Charge

A charge for the network start-up costs, customer notification costs, billing costs including an allowance for uncollectable technical and operation charges, and network nonrecurring and recurring installation, maintenance, service, and equipment charges of a service supplier providing 911 service under this act.

E911 Enhanced 911

An emergency telephone system which includes network switching, database, and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, ANI, and ALI.

Final 911 Service Plan

A tentative 911 Service Plan that has been modified only to reflect necessary changes resulting from any exclusions of public agencies from the 911 service district of the tentative 911 Service Plan under Section 301 of the 911 Enabling Act and any failure of public safety agencies to be designated as PSAPs or secondary PSAPs under Section 307.

First Responder

Police, fire, or medial resource that is dispatched to handle 911 calls and deliver emergency services.

GIS Geographical Informational System

A computer software system that enables one to visualize geographic aspects of a body of data. It contains the ability to translate implicit geographic data (such as street address) into an explicit map location. It can query and analyze data to receive the results in the form of a map. It also can be used to graphically display coordinates on a map (i.e., Latitude/Longitude from a wireless 911 call).

HCAS Hybrid Call Associated Signaling
A combination of Call Associated Signaling (CAS) and Non-Call Associated Signaling (NCAS).

Hypertext Link

A way to connect two Internet resources via a simple word or phrase on which a user can click to start the connection and easily access cross-references.

ISDN Integrated Services Digital Network

A digital interface providing multiple channels for simultaneous functions between the network and CPE.

Internet Protocol Telephony

Blending of voice, data, and video using Internet Protocol for each across the Internet or other existing IP-based Local Area Networks (LANs) and Wide Area Networks (WANs), effectively collapsing three previously separate networks into one.

i2 – National Emergency Number Association (NENA) Defined VoIP Solution

i2 routes VoIP calls into the current E911 systems and to the correct PSAP with correct ANI and ALI. i2 accommodates both stationary and nomadic users and provides MSAG valid location information and provides a method for nomadic user location either through an automated process or user input via a service prompted, web-based form or equivalent. Intended migratory path from i1.

i3 - NENA Defined VoIP Phase E911 Solution

Also referred to as Long Term Next Generation 911. This enables end-to-end IP-based E911 design, supporting VoIP originated call delivery, and the transition of current wireline and wireless service providers to IP interface technology. Support IP mobility users and all capabilities of i2 sub-sets of relevant information to locate users who contact 911 via voice, video, text, data, and other means to route their calls to the appropriate PSAP, and allow for easy transfers, failovers, and multi-party calls.

LRO Last Routing Option

Routing information sent by the Voice Positioning Carriers (VPC) that provides a “last chance” destination for a call, for example the CRN or a routing number associated with a national call center.

Lat/Lon Latitude and Longitude

A coordinate system by means of which the position or location of any place on the earth’s surface can be described. Also known as x,y.

LAN Local Area Network

A transmission network encompassing a limited area, such as a single building or several buildings in proximity.

LEC Local Exchange Carrier

A Telecommunications Carrier under the state/local Public Utilities Act that provide local exchange telecommunications services. Also known as Incumbent Local Exchange Carriers (ILECs), Alternate Local Exchange Carriers (ALECs), Competitive Local Exchange Carriers (CLECs), Competitive Access Providers, and Local Service Providers.

LIS Location Information Server

A functional entity that provides locations of endpoints. A LIS can provide location-by-reference or location-by-value, and, if the latter, in geo or civic forms. A LIS can be queried by an endpoint for its own location, or by another entity for the location of an endpoint. In either case, the LIS receives a unique identifier that represents the endpoint (i.e., an IP

address, circuit-identifier (ID) or MAC ID address, and returns the location (value or reference) associated with that ID). The LIS is also the entity that provides the dereferencing service, exchanging a location reference for a location value.

LNP Local Number Portability

A process by which a telephone number may be reassigned from one Local Exchange Carrier to another.

LoST Location to Service Translation

A protocol that takes location information and a Service URN and returns a URI. Used generally for location-based call routing. In NG911, used as the protocol for the ECRF.

MSAG Master Street Address Guide

A perpetual database that contains information continuously provided by a service district that defines the geographic area of the service district and includes an alphabetical list of street names, the range of address numbers on each street, the names of each community in the service district, the emergency service zone of each service user, and the primary service answering point identification codes.

MCDA Michigan Communications Directors Association

An organization for public safety managers and directors to support the development and management of their Public Safety Communications Centers.

Mobile Subscriber

A subscriber who uses a wireless device that can be in motion during the call. Wireless Fidelity VoIP is expected to eventually allow the end user to take a home-based telephony connection and roam within an interconnected wireless network, much as cellular technologies allow today.

MLTS Multi-Line Telephone System

A system comprised of common control unit(s), telephone sets, control hardware and software, and adjunct systems used to support the capabilities outlined herein. This includes network and premises-based systems. Example: Centrex, VoIP, as well as PBX, Hybrid, and Key Telephone Systems (as classified by the Federal Communications Commission (FCC) under Part 68 Requirements) and includes systems owned or leased by governmental agencies and non-profit entities, as well as for-profit businesses.

NASNA National Association of State 911 Administrators

A not-for-profit corporation of full-time state 911 coordinators whose primary responsibility is to administer 911 programs in their respective states. NASNA members review public policy issues, federal regulations, technology issues and funding mechanisms that impact 911 delivery.

NENA National Emergency Number Association

A not-for-profit corporation established in 1982 to further the goal of “One Nation—One Number.” NENA is a networking source and promotes research, planning, and training. NENA strives to educate, set standards, and provide certification programs, legislative representation, and technical assistance for implementing and managing 911 systems.

NOC Network Operations Center

A location from which the operation of a network or Internet is monitored. Additionally, this center usually serves as a clearinghouse for connectivity problems and efforts to resolve those problems.

NG911 Next Generation 911

NG911 is an IP-based system comprised of managed IP-based networks (ESInets), functional elements (applications), and databases that replicate traditional E911 features and functions, and provides additional capabilities. NG911 is designed to provide access to emergency services from all connected communications sources and provide multimedia data capabilities for PSAPs and other emergency service organizations.

Nomadic Subscriber

A subscriber who uses a device that is static during a call but does not have a static IP address assigned to it. Nomadic subscribers use Internet Service Provider (ISP) VoIP, which allows the end user to establish a telecommunications connection wherever he or she can obtain an Internet-based connection to the ISP provider.

NCAS NonCall Associated Signaling

A method for delivery of wireless 911 calls in which the mobile directory number and other call-associated data are passed from the Mobile Switching Center to the PSAP outside the voice path.

Phase I Wireless E911 Service

Dispatch center receives call back number of the wireless phone used to dial 911 and the location of the cell site used to handle the call.

Phase II Wireless E911 Service

Dispatch center receives specific location information of the wireless caller dialing 911 within parameters set by the FCC.

Primary PSAP

A PSAP to which 911 calls are routed directly from the 911 Control Office. (See PSAP below.)

PBX Private Branch Exchange

A smaller version of the phone company central switching office, usually privately owned by a non-telephone business. A PBX connects to the larger telephone network for external call handling and usually requires dialing an access digit such as nine or eight to make an external call.

Public Safety Agency

An entity that provides firefighting, law enforcement, emergency medical, or other emergency service.

PSAP Public Safety Answering Point

A facility equipped and staffed to receive 911 calls. A Primary PSAP receives the calls directly. If the call is relayed or transferred, the next receiving PSAP is designated a Secondary PSAP.

PSTN Public Switched Telephone Network

The international telephone system based on copper wires carrying analog voice data.

Redundancy

Duplication of components, running in parallel, to increase reliability.

Relay Method

A PSAP notes pertinent information and relays it by telephone, radio, or private line to the appropriate public safety agency or other provider of emergency services. This information goes where there is an available emergency service unit located closest to the request for

emergency service for dispatch of an emergency service unit.

Secondary PSAP

A communications facility of a public safety agency or private safety entity that receives 911 calls by the transfer method only and generally serves as a centralized location for a particular type of emergency call.

Selective Router

The node in the emergency services network that performs enhanced call routing for 911 calls. Usually operated by the LEC.

SR

Selective Routing

The routing of a 911 call to the proper PSAP based upon the location of the caller.

Service Provider

An entity providing one or more of the following 911 elements: network, CPE, or database service.

Service Supplier

A person providing a telephone service or a CMRS to a service user in this state.

Service User

An exchange access facility or CMRS service customer of a service supplier within a 911 system.

SIP

Session Initiation Protocol

SIP is the IP-based protocol defined in the Internet Engineering Task Force's Request for Comments 3261 and 2543. SIP is one of the two dominant messaging protocols used by the VoIP industry.

SS7/CCS7 Signaling System 7 (SS7) / Common Channel Signaling (CCS7)

An inter-office signaling CCS7 network separate from the voice path network, utilizing high-speed data transmission to accomplish call processing. (The Public Switched Telephone Network is in the process of upgrading from MF Signaling to SS7.)

SNC

State 911 Committee

Effective at its June 24, 2008, meeting, the Emergency Telephone Service Committee changed its name to reflect current systems and technology. Its original creation and purpose remain the same.

Static Subscriber

A subscriber who uses a device that is static during a call and has a static IP address assigned to it. Static subscribers use cable and DSL VoIP, often deployed in static configurations in which the end user stays at a fixed location and uses the standard North American Numbering Plan. Examples of this service include residential landline replacements using cable or DSL connections.

Switch

Telephone company facility where subscriber lines or interswitch trunks are joined to switching equipment for connecting subscribers to each other, locally, or long distance.

(911) System Service Provider

The entity that manages, maintains, and provides various 911 elements such as ALI database, MSAG to PSAPs. This function is often performed by the LEC.

Tariff

The rate approved by the MPSC for 911 service provided by a particular service supplier. Tariff does not include a rate of a CMRS by a particular supplier.

Telecommunicator

As used in 911, a person who is trained and employed in public safety telecommunications. The term applies to call takers, dispatchers, radio operators, data terminal operators, or any combination of such functions in a PSAP.

Tentative 911 Service Plan

A plan prepared by one or more counties for implementing a 911 system in a specified 911 service district.

TCC

Text Control Centers

Nationally, the wireless carriers and their vendors are establishing a small network of TCC's to interface between carrier-originated wireless 911 text users and the PSAP environment.

Transfer Method

A PSAP transfers the 911 call directly to the appropriate public safety agency or other provider of emergency service that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

Trunk

Typically, a communication path between central office switches or between the 911 Control Office and the PSAP.

Universal Emergency Number Service

Public telephone service that provides service users with the ability to reach a PSAP by dialing the digits "911." Also referred to as "911 Service."

Universal Emergency Number Service System

A system for providing 911 service under P.A. 80 of 1999. Also referred to as "911 System."

v-E2

An extension to the E2 ALI interface (specified in the NENA Standards TIA J-STD-036) v-E2 is defined by the NENA VoIP Location Working Group. v-E2 provides support for a "VoIP" class-of-service indicator in the response message from the VoIP Positioning Center (VPC) to the ALI.

VoIP

Voice Over Internet Protocol

VoIP is a system for providing telephone service over the internet.

VPC

VoIP Positioning Center

The application that determines the appropriate PSAP, based on the VoIP subscriber's position, returns associated routing instructions to the VoIP network, and provides the caller's location and the callback number to the PSAP through the ALI.

VoIP Provider

A generic term to describe a company that provides VoIP call services. Some VoIP providers provide direct service to the consumer (VoIP service providers). Others provide backbone and PSTN access services (VoIP carriers). Still others provide ESGW (ESGW operators). Some VoIP providers provide more than one of these services.

WAN

Wide Area Network

A network that covers a broad area (i.e., any telecommunications network that links across metropolitan, regional, or national boundaries) using private or public network transports.

Wireless

A phone system that operates locally without wires, using radio links for call transport.

Wireless Emergency Service Order

The order of the Federal Communications Commission. FCC docket No. 94-102, adopted June 12, 1996, with an effective date of October 1, 1996.

Wireless Phase I

Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rule Making 94-102. The delivery of a wireless 911 call with callback number and identification of the cell-sector from which the call originated. Call routing is determined by cell-sector.

Wireless Phase II

Under the new horizontal location rules established in 2015, all carriers must provide a “dispatchable” location within 50 meters for the following percentages of wireless 911 calls, and within the following timeframes:

- Within two years (by April 3, 2017): 40% of all wireless 911 calls.
- Within three years (by April 3, 2018): 50% of all wireless 911 calls.
- Within five years (by April 3, 2020): 70% of all wireless 911 calls.
- Within six years (by April 3, 2021): 80% of all wireless 911 calls.

All CMRS providers must also meet the following vertical location requirements:

- Within three years (by April 3, 2018): carriers must make uncompensated barometric data available to PSAPs from any handset that has the capability to deliver barometric sensor data.
- Within six years (by April 3, 2021): nationwide CMRS providers must deploy either (1) dispatchable location, or (2) z-axis technology that achieves the FCC-approved z-axis metric, in each of the top 25 Cellular Market Areas (CMAs).
- Within eight years (by April 3, 2023): nationwide CMRS providers must deploy dispatchable location or z-axis technology, in accordance with the above benchmarks in each of the top 50 CMAs.
- By April 3, 2025: all nationwide CMRS providers must deploy on a nationwide basis using either (1) dispatchable location, or (2) z-axis technology that achieves the FCC-approved z-axis metric.

The FCC also set a 30-second time limit on generating a location fix for Phase II calls, but not for indoor call requirements, and a 90 percent “confidence” level for indoor-outdoor calls.

For additional details regarding FCC location accuracy requirements, visit [Indoor Location Accuracy Timeline and Live Call Data Reporting Template | Federal Communications Commission \(fcc.gov\)](https://www.fcc.gov/locations/indoor-location-accuracy-timeline-and-live-call-data-reporting-template)

Wireless Telecommunications

The family of telecommunications services under the heading of CMRS includes Cellular, Personal Communications Services (PCS), Mobile Satellite Services (MSS), and Enhanced Specialized Mobile Radio (ESMR).

Wireline

The transmission of speech or data using wired connections.

For a more detailed listing of glossary terms, please see the NENA website at <http://www.nena.org/?page=Glossary>.